

Examples of Achievement Statements

General

- Offered additional work in other departments due to positive work ethic and commitment to excellent customer service
- Reduced wastage by \$1million per year by identifying ways to utilise aspects of waste product

Accountant

- Saved \$30K p.a. by absorbing 0.6 payroll functionality of departing payroll officer
- Uncovered \$60-70K of tax liabilities during 12 month long investigation of balance sheet reconciliations on prior three years' movements implemented to gain clarity on accurate financial position. Recommended various write offs and corrections
- Brought asset depreciation in line with financial lease terms across hundreds of assets to the value of \$5-6 million over previous 3-4 years
- Created Excel template for Fringe Benefits Tax reporting on entertainment expenses, saving at least a week's worth of data entry per year
- Investigated and resolved disputes in timely fashion resulting in 20% improvement in recoupment of overpayments from employees, and improved efficiencies
- Created new accounting processes to consolidate results of three newly merged entities after listing on ASX and allow for Group, Board and ASX Statutory reporting
- Implemented accounting side of on-boarding for five business acquisitions including calculation of goodwill in accordance with Accounting Standards. Took control and integrated all acquirees' accounting processes
- Created new accounting processes to translate financial statements of foreign currency to AUD. Processes still in use due to high standard
- Contributed as Subject Matter Expert on project to develop common set of accounting principles, definitions and processes across entity
- Led remote production of all published interim and annual reports from 2007 to 2015
- Adhered to rigid deadlines (as a subsidiary of a publicly listed company) for end of month checks and balances including accruals and adjustment of journals
- Oversaw administration of clearing house entity used to service a specific contract. Managed all transactions alone initially. After 12 months, requested to train a new team member to perform functions whilst retaining monitoring of integrity of process
- Identified a large duplicated accrual expense when reviewing EOY process, thus enabling accurate reporting of the financial position in the future
- Managed complex assets up to the value of \$180 million
- Identified several duplicate payments. Investigated to ensure overpayment returned. Reported to relevant parties. Recommended use of unique creditor codes to reduce future occurrences
- Created financial model in Excel for administered item statements and linked trial balance to statements to provide clear audit trail for easy tracing of source data
- Identified and reported to manager on material error of 2011/12 audited finance statement for administered items prepared by external party. Recommendation to restate financial position for 2012/13 adopted

Au Pair / Nanny

- Enhanced language and literacy skills of three children, including development of non-verbal communication with recently adopted Chinese infant
- Utilised empathy and distraction to diffuse intense situations amongst children
- Increased level of ownership / responsibility for tasks amongst older children
- Displayed effective listening skills and patience to interpret the sometimes conflicting needs of four young children and their parents
- Responded calmly and appropriately to child's allergic reaction during outing. Soothed and reassured children to reduce stress and panic. Drove home, administered first aid treatment

Customer Service

- Nominated for Customer Service Excellence award, 2015
- Autonomously managed daily operations after only 5 months in job
- Developed rapport with customers, resulting in 5% increase of repeat business
- Selected to participate in establishment of new store. Met grand opening deadline by utilising good teamwork, improvisation and problem solving skills
- Selected to assist with stocktakes in other stores due to positive team influence

Business Development & Strategic Investment

- Simultaneously managed 8 companies across 6 countries (Australia, NZ, China, Italy, Turkey & Germany) with up to 30 direct reports and in excess of 2,200 indirect reports
- Implemented Joint Venture between two top 100 Australian exporter firms (combined turnover \$420m). Created single unifying and effective corporate culture
- Fostered individual development of junior and middle managers to create exceptionally high calibre senior management team across all business managed
- Developed strong, multi-tiered personal relationships with key client staff - managers across Management, Finance, Logistics and Operations
- Seconded to Germany as MD of new \$180m (turnover) trading and processing acquisition:
 - Achieved turnaround from \$16m loss to \$8m profit in 12 months
 - Restructured successfully through developing intimate working relationship with local and state government (factory was largest regional employer) and implementing holistic solutions incorporating wider business and local government community interests
 - Increased motivation of staff through distinct corporate cultural change
- Simultaneously managed 4 business units across Australia, USA, Russia & Kazakhstan as Executive Director in addition to main role as strategic advisor
- Appointed as senior negotiator representing Australian government international Wool Quota, 2008. Negotiation partner Dr Name Name
- Overcame significant cultural barriers to develop strong personal relationships within the Russian and Chinese commercial and political landscape, enhancing business outcomes
- Negotiated \$300m inventory and debtor banking facility

- Developed effective political and commercial networks, directly achieving sales and infrastructure investment across diverse cultural and economic environments:
 - Delivered growth of \$636m; EBITDA of \$968m in FY13
 - Enhanced investment with \$170m Russian grain export terminal
 - Co-managed relocation of \$65m factory infrastructure from Australia to China
 - Increased value of breeding cattle exported ex Australia/USA to Russia six-fold to \$126m in 3 years

Change Management

- Achieved 30% increase in productivity over two years: designed, developed and implemented successful induction / performance review programs for management and staff
- Studied and implemented PI® (Predictive Index measures work-related behaviours / motivating needs) to understand individuals' motivators / redefine roles and responsibilities
- Increased volunteer numbers by 55% by developing and implementing Management Program including policies and Volunteer Relationship Management System

Electrical Engineer

- Led 40 projects, of diverse scope and nature, simultaneously. Successfully managed competing priorities and stakeholders to deliver on time/budget
- Acted as Government appointed member in Technical Evaluation Committee for large scale anaerobic digestion plant for treatment of municipal waste
- Designed and prepared Engineer's estimate for electrical systems for 13-story administrative building (35,000 m² floor area)
- Led Electrical Design Team on one of country's largest construction projects. Oversaw eight Electrical Engineers and three Engineering Assistants in design of low voltage electrical distribution for eight buildings, total floor area 300,000m²
- Designed and developed equipment and philosophy to eliminate future injury without impact on operational timing. Project managed all aspects of implementation. Led to nomination for 2009 Safety Award
- Modelled program in accordance with IEC62305 to assess risk of lightning in any given place across country
- Appointed Subject Matter Expert (Electrical Engineering) on Laboratory spectrometer upgrade Capital Project encompassing building extension. Spectrometers, peripheral equipment and electrical fit-out brought to site / Australian Standards
- Designed and implemented electrical upgrade of obsolete drives. Integrated new generation equipment in to old installation, including PLC programming and coaching of team members
- Programmed automation of equipment to supply gas to deliver steel quality improvement project in dynamic, reactive steelmaking process
- Delivered improved reliability of automation network between Master PLC and peripheral nodes and equipment

Executive Assistant

- Awarded 'Reward & Recognition Award' in 2012 and 2013 for outstanding performance
- Managed numerous events concurrently ranging from small team workshops to large offsite conferences for up to 150 attendees

- Redesigned HR Intranet site to showcase new professional development courses
- Planned, coordinated and delivered broad range of events including Annual Strategic Review, bi-annual ABC Gardeners' Market, Executive / Leadership meetings, UN Women's Breakfast, Mental Health Week, Service Anniversaries and staff farewells
- Managed three ABC Gardeners' Markets: coordinated 130 site holders, tours of ABC building, internal marketing, logistics. Halved workload associated with site holder registrations. Donations raised for chosen charity increased by 15% within 18 months
- Tripled hit-rate of SA Intranet pages in first nine months: improved design, usability, relevance and accuracy of content, published quarterly newsletters
- Implemented Whispr app to manage reminders and emergency messages
- Achieved greater than 50% increase in attendance of onsite Indigenous events such as NAIDOC and Reconciliation Week
- Arranged onsite annual influenza vaccinations of 100 employees: liaised with nurse, created appropriately private environment, managed appointments

Facilities Manager

- Identified and implemented budget savings of between xx and xx each year whilst improving assets and ensuring technical and legislative compliance
- Established and enhanced relationships with senior Government Property Professionals and major tenants including Qantas and Origin Energy
- Managed \$xx building upgrade project of xx Waymouth Street including Origin Energy fit-out management and control of all building-related issues: technical, risk, lease compliance, design and operations
- Managed project and scope of key projects up to \$xx: upgrades to fire and evacuation systems, lifts, lighting, bathroom facilities, Building Management System (BMS), carpet replacement whilst fully tenanted, HVAC improvements
- Achieved energy and water reductions, increasing NABERS ratings by xx
- Established and maintained excellent tenant and contractor relationships
- Achieved 100% essential services compliance
- Reduced landfill by xx through introduction of innovative recycling programs
- Increased efficiency and reduced energy consumption by xx through design and operational improvements to HVAC
- Coached contractors in technical sales, reporting and financial management

Insurance Manager

- Achieved motor insurance covers growth in excess of 7% in 2014-15 off 5% growth in 2013-14, maintaining better than budgeted COR and retention
- Demonstrated success in development and mentorship of team members. Two members recognised with awards, three promoted to more senior roles
- Researched and developed new lifestyle options for home, contents and car insurance, and new bicycle, rideshare and rented property products
- Reduced 2.5 FTEs by identifying / implementing improvements to referral process
- Developed and implemented bushfire underwriting guidelines and procedures

- Delivered greater pricing flexibility through comprehensive restructure of vehicle categorisation
- Negotiated provision of perils rating data. Worked closely with multiple teams to incorporate data into existing rating structure
- Integrated web quoting to back end, reducing labour by 2 FTEs
- Reviewed and enhanced web quote process to improve customer experience. Resulted in web quote completion rate increase of 60%
- Reduced insurance underwriting and system training duration by 15%
- Contributed as Project Board Member (Insurance SME) to successful sourcing and implementation of organisation-wide mainframe system

IT Project Management

- Identified, documented and communicated to IT Commercial Manager numerous issues with ageing PC and laptop fleet. Appointed manager of \$1.25mil project to initialise and develop a four year refresh cycle for all desktop and mobility hardware
- Refreshed 25% of desktop, laptop, AV and other minor IT assets on time and within budget through effective price negotiations with vendors and efficient time and resource management
- Managed large-scale project to deliver all aspects of IT for new site accommodating 140 personnel. Negotiated 25% discount for procurement of desktop PCs and laptops. Delivered project on time and within budget

Leader

- Selected as one of three judges on panel for 2015 Safety Awards
- Exceeded annual preventative maintenance target of 25%. Delivered 32.8%pa with no adverse impact on plant reliability or operational security
- Advised educational institution on selection of Instrument Apprentice training modules, 2012 and 2014
- Negotiated 30.7% p.a. reduction on three year maintenance contract
- Managed end-to-end tender process for new maintenance and support contract. Developed scope, granted contract, coordinated and implemented delivery, recruited and appointed Project Controller

Management

- Received True Legend Award in 2014 as recognition of superior service delivery
- Appointed subject matter expert on project to implement new accounting system (Enterprise One) in 2005-2006 within Australia and in 2007 within New Zealand:
- embraced opportunity to fact find, problem solve and report
- implemented comprehensive training to communicate technical processes
- Appointed project lead for change of cheque-based to electronic payment system. Delivered cost savings of 80%
- Appointed to multiple team projects including Supplier Financing pilot project, Qantas outsourcing to Amex for invoice delivery and changeover of corporate card program
- Applied high level team management skills. Created cohesive environment: maintained open and clear communication; actively listened; created safe space for innovation and change;

encouraged ideas; led by example; and treated team members with equity and respect. Exceptionally low turnover, tenures of 4 to 15 years across team

- Managed change effectively by encouraging sense of ownership, change happening with them not to them. Communicated all stages of process extensively, created positive problem solving environment, encouraged input, discussed suggestions with tact
- Implemented two new corporate credit card programs. Established systems, developed procedures, coordinated roll-out, conducted training on requirements and responsibilities
- Advocated for employees as member representative on superannuation trust (2007-15)

Marketing and Communications

- Collaborated with social media consultant to create and implement new digital marketing plan. Within 12 months, achieved 70% increase in social media followers, engagement and reach
- Increased website visitation by 117% within last 12 months through development of new brand, advertising campaign, website and electronic Direct Marketing campaigns
- Liaised with public relations agency to implement media strategy for 2015 event. Resulted in additional media exposure valued in excess of \$300,000
- Created and project managed new major event on race day calendar to target next generation, resulting in over 60% increase in attendance
- Developed promotional and advertising strategy including media partnerships and advertising to increase revenue for most profitable months of racing calendar

Mechanical Engineer

- Oversaw high-risk, technically difficult Shaft Overhaul. Negotiated project initiation, undertook risk management and engineering design work, planned for contingencies. In-depth preparation led to successful completion of project with no production delays
- Achieved \$2mil+ savings through successfully delivering project to reduce damaged product within ageing plant. Identified mechanical issues, referred to drawings and data to detect and analyse patterns. Actioned immediate repairs and facilitated preventative strategies
- Advocated for overhaul of grease system. Implemented immediate solution to eliminate short-term fire hazard whilst investigating permanent fix. Designed / commissioned new grease system, overcoming substantial resistance. Successfully eliminated fire hazard and substantially reduced grease consumption
- Identified fabrication errors and drawing inconsistencies in newly constructed pusher component of Hot Saw. Halted installation, gained collective buy-in to reassess plan. Rectified drawing inconsistencies and implemented fabrication adjustments
- Collaborated on multi-disciplinary R&D project to improve strength and hardening properties of rail-head product. Redesigned powerful and versatile air quench manifold for testing and trials
- Tasked with investigating maintenance strategies for gas turbines to return major overhaul to schedule. Identified crucial maintenance gap, developed routine work instructions, implemented into SAP for action. Ongoing potential savings of \$2million per major overhaul
- Coordinated activities to deliver plant-wide compliance and certification to 61 pressure vessels
- Awarded Honourable Mention for safety project. Eliminated exposure to toxic residue and avoided need for heavy lifting during cleaning process. Removed pedestrian / vehicle interface along live rail line. Significantly reduced labour and streamlined cleaning procedures

Officer

- Implemented strategic methodologies to accurately assess enemy strength, determine deployment of assets, issue fire control and maintain position during military exercise
- Demonstrated exceptional leadership ability during night attack exercise by providing composed and strategic command to hold position with minimal loss of assets
- Recognised and acted upon welfare issue with soldier. Utilised effective communication techniques to encourage open conversation, accompanied to medical services, supported soldier through treatment

Operations Engineer

- Seconded to manage operation of 1mt p.a. steelmaking plant and 50 shift personnel as direct result of outstanding performance as Shift Team Leader
- Improved sales by \$4.5m p.a. by leading project resulting in 5.5% increase in plant availability
- Established environmental project to improve performance of electrostatic precipitators. Achieved 40% decrease in stack fume emissions
- Facilitated government-mandated energy audit. Outlined \$2.9m potential savings. Realised close to 100%
- Presented on research paper at Swinburne University Processing Symposium
- Delivered savings of \$310K p.a. through reduced furnace flux consumption
- Executed yield improvement sub-project delivering savings of \$240K p.a. as part of larger award-winning project
- Combined technical engineering knowledge with communication and people management skills through hands-on experience on front line plant operations
- Implemented reliability strategy using Six Sigma methodologies to solve ongoing failures resulting from problematic upgrade strategy for 60+ Caster Roll line motor/gearbox assemblies
- Led change management with introduction of new PPE by displaying perseverance, positive influence and patience utilising Situational Leadership model
- Elevated 14 electricians from 40% compliance to 100% for critical electrical safety training within eight months. Planned, coordinated and scheduled training across 24/7 roster
- Instilled greater sense of ownership for compliance through coaching and training of legislative requirements, thereby reducing risk and enhancing safety culture

Operator

- Minimised production disruption due to equipment failure by efficiently coordinating secondment of alternative equipment
- Known as go-to-person for locating inventory in storeroom, called upon by supervisors and team members to streamline process
- Liaised with supervisor to rectify process failure. Coordinated delivery of new sample, completed preparation for testing. Prevented delays on urgent order

Planner

- Appointed as Planning Team Leader after only 3 months in Production Planning department
- Improved accuracy in forecasting stock on hand and inventory. Resulted in ability to supply sufficient output to meet increasing demand for Jacob's Creek wine, during which time it became the highest selling wine in the world
- Implemented transition from Excel to MRP (Material Requirements Planning), identified short falls with MRP and devised changes leading to increased production efficiencies

Process Engineer

- Attained Green Belt Six Sigma Certification for successful completion of two projects resulting in recurring savings of \$0.6 mil and \$0.4 mil p.a.
- Performed Acting Operations Manager role successfully for three months
- Enhanced Turbo Alternator effectiveness by modifying key process functionality. Improved overall efficiency and reduced energy cost by more than \$0.8 mil p.a.
- Generated recurring savings of \$0.5 mil p.a. by automating emergency blast air supply to Blast-Furnace. Changed operating practices to significantly improve operational security
- Conceptualised, designed, implemented recycle of reject water, saving 47 ML fresh water p.a.
- Solved chronic problem of low works air pressure across site by enhancing Availability Rate and Performance Rate of key turbo compressors resulting in lean flow
- Conducted root cause analysis for high silica in magnetite slurry. Implemented modifications to magnetite processing plant. Lowered silica levels from 4 - 5% to 2.7%
- Provided technical expertise in rebuild of Gas Turbine and upgrade of filter house to improve operational security (project cost \$2.2 mil)

Project Officer

- Grew income by \$70,347 for Australia's Biggest Morning Tea through successful acquisition strategy. Segmented communications to allow for targeted, relevant telemarketing strategy
- Delivered 40% rise in Daffodil Day volunteers and site locations; site profit increased \$43,964
- Designed, developed and delivered volunteer YouTube training videos in 20xx to efficiently train a higher volume of registered volunteers
- Identified opportunity to raise collections for Daffodil Day in line with marketing strategy. Introduced new initiative of street collectors in 20xx resulting in new income of \$20,000
- Increased Daffodil Day income to \$533,609 from \$441,742 in 12 months through implementation of innovative, creative and clear proposition for campaign
- Enhanced relationships with corporate supporters e.g. PepsiCo and Foodland

Sales

- Grew clientele to over 500 clients in 4.5 years through delivering exceptional customer service
- Achieved over 90% sales conversion rate, converting consults to \$700 sales
- Created extensive marketing campaigns across radio, print and social media. Maintained excellent social media engagement and reviews (4.5/5)
- Conducted administration across all facets of business

- Utilised sales and targeting skills effectively, leading to 35% increase in sales on allocated territory over 6 months
- Generated increased revenue of \$1.2 mil during a two-year period
- Identified and successfully generated new business opportunities interstate (from 0% to 10%)
- Identified and established new niche products, increasing range from 1 to 80 in an 18 month period, accounting for \$2.5m of revenue
- Increased turnover of start-up company from \$0.2m to \$6.5m per annum

Sales Representative

- Achieved number 2 out of 21 nationally in first line product sales in 2011
- Awarded gold medal in company-wide Sales Olympics 2008 (sales accreditation process)
- Involved in successful launch and education of new products and patient support programs
- Achieved number 1 rating nationally for pharmacy patient support programs
- Chosen as representative in ongoing project to improve marketing and development initiatives

Training

- Facilitated successful training programs for 660 participants in 2015
- Identified and rectified significant quality gap in training external tradespersons. Resulted in improved training outcomes:
- Designed and constructed outdoor training area to provide realistic simulation area for trainees in line with industry specific standards
- Negotiated with local business to obtain supplies at no cost. Training area used widely for other programs
- Created and executed formal trainee review process at course completion. Improved the communication of trainee outcomes/attributes, enhanced apprentice retention decisions
- Recommended training be offered to trainers in the writing trainee reviews after recognising team's difficulties in suitably expressing negative reviews
- Requested to create two day training and assessment / reaccreditation package for external contractors. Delivered successfully on time and budget
- Identified trainees with literacy difficulties, assisted with identification of alternative assessment options. Diagnosis of dyslexia stemmed from referral
- Delivered high-calibre staff training in sales management, physiology and client services