

Objective

To use my skills in documentation and training development to produce technical and training documentation which contribute to organisations and individuals while providing me personal satisfaction and professional development.

Recent Career Summary

In the last five years I have worked in:

- Defence
- Information Technologies
- Telecommunications
- Outsourcing
- Business Development
- Proposal Development.

In these industries I have:

- Managed documentation projects
- Undertaken and documented Training Analyses
- Designed training programmes both large and small.
- Designed and produced Process and Procedure Manuals
- Designed and produced Business Operations Manuals
- Conducted and documented Skills and Training audits
- Designed and produced Tender documents of different sizes
- Created User Manuals for systems of different complexity on different platforms.
- Introduced and controlled Quality Processes and Procedures.

I have also delivered training covering:

- Defence topics
- Software application use
- Company policy implementation
- Train the trainer.

Knowledge and Skills

My technical writing, document production, training development and delivery in private enterprise and government organisations incorporate the following knowledge and skills.

- Documentation planning, production and management
- Technical Writing
- Training Design and Documentation
- Learning and teaching new WP packages
- Developing documentation and procedures for the use of desktop publishing and word processing packages
- Job and Task Analysis
- Implementing Quality policy and procedures
- Skills Audits

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- Project Management
 - Training Analysis
 - Training Evaluation
 - Curriculum Development Communication
 - Computer Based Training Design and Development
 - Training Presentation and Small Group Facilitation
 - Business and Financial Management
 - Planning

Software Skills

- Microsoft Word 95,97 and 2000
- FrameMaker 5.5
- Microsoft Visio
- Corel Draw
- Acrobat and Acrobat Catalog
- Applix Words for Unix
- Interleaf 5
- Microsoft Powerpoint
- Microsoft Project

Qualifications and Awards

- Member of ASTC 1999-2001
- Graduate Diploma in Adult Education (Training), University of Technology, Sydney 1992
- Completed one unit in Masters of Education program, Macquarie University 1991
- Reserve Decoration 1985
- Diploma in Education, University of Sydney 1969
- Bachelor of Science, University of Sydney 1968

Employment Record

JAR Documentation and Training Pty Ltd – Contractor

Documentation Production and Training Development Nov 1998 to Present

Feb – Mar 2002 – Outsource Transition Project – Telecommunications – Process documents

Sep – Dec 2001 - Training Development and minor project management

Aug – Sep 2001 - Production of Major Tender Document

Mar – Aug 2001 - Documenting processes and procedures in Optus Programmes Group

Mar 2001 Set up quality systems in support of RAN Project

Feb Mar 2001 Preparation and publication of Network detailed design and configuration documents for Vodafone Australia

Jan-Feb 2001 Preparation of Trainee Materials for Cochlear Ltd – a major Biotechnology company

Oct – Dec 2000 Documentation of Processes and Procedures for Maxis Corporation, an IT and Telecommunications outsourcing company.

Oct 99 – Sep 200 Preparation of generic proposals, product and service description documents, Statements of Work and plans for CWO Outsourcing

Nov 98 – Oct 99 Development and editing of procedures for Rail Access Corporation. Preparation of telecommunications outsourcing contract.

Developing software training and associated documentation at CSC Australia.

Proposal preparation and editing.

Documentation and Training Development September 1995 to November 1998

Calsa Pty Ltd (Defence and Industry Training and ILS Service Provider)

- Provided internal consultancy to Calsa personnel in the use of desktop publishing and word processing packages in Unix and Windows environments.
- Developed conventional training packages for the Royal Australian Navy incorporating adult learning principles and establishing new standards for the RAN.
- Facilitated policy information sessions for large corporate customer.
- Contributed to team management.
- Developed and implemented operating procedures for training development team.
- Implemented corporate Quality Management and document control procedures and developed project specific solutions to quality problems
- Facilitated Word 6.0 training for the RAN.

Instructional Developer

April 1990 to September 1995

Futuretech Pty Ltd (Defence and Industry Training and ILS Service Provider)

- Developed and edited operator technical documentation using Interleaf and word processing packages.
- Developed conventional and computer assisted training packages for the **COLLINS** Project including modules complying with the RAN training system.
- Delivered training for train the trainer and operator courses and evaluated courses.
- Conducted skills audits.
- Prepared tenders and quotations for the ILS component of major contract bids - in particular the training component of the ASC's bid for the RAN Mine Hunter Coastal.
- Authored computer based training using Authorware Professional.

Teacher and School Executive Member

1970 to 1990

NSW Department of Education

- Instructed in the classroom.
- Supervised the development of curriculum for high school students.
- Arranged and facilitated staff development activities, chaired the school staff development committee and developed faculty policies.

Officer in the RAN Reserve 1970 to 2000 (Rank attained - Lieutenant Commander)

- Developed and delivered training for Reserve personnel applying the RAN training system.
- Organised and led diving team operations.
- Organised and supervised personnel careers and development.

Personal

- Significant contributions to local scout (leader) and church bodies.
- Involvement in and commitment to teams are a strong and motivating force for me in the workplace and community.

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- Worked to deadlines and schedules often.

Names of referees are available when required.

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