

## **Resume: Susan Myles**



## Personal Details

|                       |   |
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| <b>NAME</b>           | Susan Myles   |
| <b>ADDRESS</b>        | 11 Fawkner Gardens<br>HILLARYS WA 6025  |
| <b>DATE OF BIRTH</b>  | 25th January, 1961  |
| <b>MARITAL STATUS</b> | Married (two children)  |
| <b>CITIZENSHIP</b>    | Australian  |
| <b>EDUCATION</b>      | <b>Secondary</b><br>Hampton Senior High School TEE 1978<br><b>Tertiary</b><br>Nedlands Secondary Teachers College (1979 – 1980) partially completed Diploma of Teaching<br>Edith Cowan University (1985 - 1988 P/T) partially completed Associate Diploma of Applied Science (Computer Studies) |
| <b>INTERESTS</b>      | Golf, Reading and Puzzles.  |
| <b>REFERENCES</b>     | Suitable personal and professional references will be provided upon request.  |

## PROFILE

Mrs Myles has performed the duties of office manager in small office for the past 12 years.

Her particular areas of expertise are ability to grasp new concepts quickly and efficiently, ability to work alone as well as in a team and complete work on time.

She is very thorough with all tasks undertaken and has a knack of locating problem areas and being able to highlight areas of weakness or potential weakness.

Her attention to detail ensures all work undertaken is well documented in a clear, concise manner. Susan has been exposed to and involved in many systems through her experience as an Internal Auditor with Telstra which required her to investigate and learn new systems and policies in a short space of time thus enabling her to conduct the required review of an area. This ability to quickly learn new skills has been of great benefit to Susan in enabling her to achieve customer business requirements.

Susan has had significant exposure to software testing and documentation (both procedural and end-user) in recent years.

## Sujo Technology Pty Ltd

### Utility

#### **Period**

July 2001 various short contracts onwards until Oct 2006

#### **Responsibilities**

Production quality management system

- Preparation of test scripts
- undertaking user acceptance testing
- preparation of user Manuals.

Data analysis and data integrity checking

Preparation of Procedures and Work Instructions for an operational area

Development of JSA's

### Mining Companies (Various)

#### **Period**

February 2000 various short contracts onwards

#### **Responsibilities**

Geological Data Systems

- DRill hole data entry and quality assurance
- Preparation of data entry scripts
- preparation of user Manuals.

Data analysis and data integrity checking

### Office Manager

#### **Period**

July 1994 onwards

#### **Responsibilities**

Management of all aspects of the day to day running of a small office including the use and application of several computer applications ie Microsoft Office, Microsoft Word, Microsoft Excel and MYOB to name a few Over the previous five years office duties have required communication with diverse range of people. Through these duties effective communication has been made with suppliers, senior management, employees and customers.

Oral and written communication covering the range of telephone techniques and face-to-face contact skills along with written reports, letters and memos have been an essential part of these duties.

Other duties involved:

- Customer liaison
- Accounts payable and receivable along with preparation of accounting and financial data.
- Tender preparation and application.
- Payroll management and preparation
- Contract negotiations
- Software Testing and Quality Control
- Data Entry and Analysis

## Telstra

### **SUMMARY**

Susan joined Telstra in 1980 in the Customer Services area. She worked in the Sales and Customer Accounts areas before moving into the Internal audit Section where she remained until her resignation in 1989. Details of the respective roles are summarised below.

### Senior Internal Audit Officer

#### **Period**

August 1987 – September 1989

#### **Responsibilities**

Management of all aspects of analysis, design and execution of Systems Based Audits throughout all areas of Telstra. Systems analysis and flowcharting . Preparation and documentation of test plans for audits to support findings and preparation of final report detailing findings.

### Internal Audit Officer

#### **Period**

July 1986 - August 1987

#### **Responsibilities**

Conduct Compliance and Systems Based Audits

### Customer Accounts Officer

**Period**

May 1982 – July 1987

**Responsibilities**

Respond and resolve customer complaints and enquires regarding telephone accounts.

Investigate exception reports associated with Data Input and Customer Billing.