

Leanne Roberts

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Leanne has more than 25 years corporate experience in business support roles in Melbourne and Sydney. Working in areas such as Government, Information Management, HR, Finance and Banking she has gained invaluable experience in a wide range of roles.

In 2007 Leanne established her own business, *Assistance Plus* to provide professional support and assistance to clients utilising her many varied skills, specialising in coordinating submission of large tenders.

Skills

Computer Skills

- TYPING 70-80 wpm, Dictaphone
- SOFTWARE
 - MS Word - Advanced MS Outlook - Intermediate
 - MS Excel - Advanced Microsoft Frontpage - Intermediate
 - MS Powerpoint - Advanced Macromedia - Intermediate
 - MS Access - Intermediate Adobe Illustrator - Intermediate
 - MS Visio - Intermediate Adobe Photoshop - Intermediate
 - MS Publisher - Intermediate Wordperfect - Intermediate
 - MS Project - Intermediate Seagate Crystal Reports - Intermediate
- TRAINING
 - MS Word / MS Excel / MS Powerpoint / MS Project

Non Technical

- Experience in a wide variety of personal assistant roles
- 'Document Architect' for tender submissions; response document structure, compliance checking and version control
- Exceptional time management, organisational follow through skills
- Strong analytical skills, with excellent attention to detail
- ISO Quality Documentation, including internal auditing
- Marketing, Brochure, Newsletter design
- Shorthand

Employment History

April 2007 - June 2010	Tender Administrator / Coordinator AMES (contracted through <i>Assistance Plus</i>)
January 2005 - March 2007	Technical Author PACIFIC NATIONAL PTY LTD
September 2004 - December 2004	PA / Secretarial / Tender / Document Control assignments Various TEMPORARY ASSIGNMENTS (via Temporarily Yours, Drake Overload, Chandler & McLeod)
October 1996 - August 2004	Support Services Coordinator PICKFORDS RECORDS & INFORMATION MANAGERS (now known as Iron Mountain)
January 1994 - October 1996	PA / Secretarial temporary assignments Various TEMPORARY ASSIGNMENTS (via Metier Personnel, Drake Overload & Hallis Personnel)
July 1993 - December 1993	Personal Assistant for General Manager, Finance MITS LIMITED
May 1991 - July 1993	Personnel Assistant / Prism Administrator YELLOW PAGES AUSTRALIA (now known as Sensis)
July 1984 - March 1991	Administrative Assistant (Sydney - Jan 1987-March 1991) VDU Supervisor / Clerk (Melbourne - July 1984-Jan 1987) AUSTRACLEAR LIMITED
December 1980 - June 1984	Internal Relief Typist / Authorities Typist / Valuers Typist / Personal Loans Receptionist / Assistant Accountants Secretary COMMONWEALTH BANK OF AUSTRALIA

AMES
1 Little Collins Street, MELBOURNE VIC 3000
April 2007 - June 2010

Leanne (through her business *Assistance Plus*) was contracted to provide support to AMES Research and Policy with the submission of Government tenders.

Achievements

- Coordinated electronic lodgement of AMES submissions via Austender for large scale government tenders such as AMEP, Job Network, HSS and LLNP

Major Duties

- Managed a complex and comprehensive set of administrative and document presentation tasks for the submission of tenders, policy papers and other research and policy work undertaken in the Research and Policy team
- Established and managed complex electronic and paper based document file systems to ensure that files were accessible to all team members
- Sourced, organised and updated data and information to support tenders, research papers and other work involved
- Provided high level word processing support and document management for preparation of responses
- Provided support for contract negotiations and managed establishment of records

PACIFIC NATIONAL PTY LTD
628 Bourke Street, MELBOURNE VIC 3000
January 2005 - March 2007

As *Technical Author*, Leanne contributed to the success of the Safety Risk department through the management of technical documentation, administration of databases and preparation of analytical reports. The Safety Risk team were responsible for risk management, audit and 'just culture' investigation services, while providing overall management of the divisional safety policies and procedures.

Achievements

- Developed and implemented statistical reports for safety performance
- Development of Document and Change Management processes
- Rationalisation of Network Service Plan documentation
- Dramatically improved format and consistency of Divisional documentation

Major Duties

- Preparation of analytical and periodic management reports
- Maintenance of safety documentation to corporately defined standards
- Administration and ongoing improvement of the Document Management System
- Administration of safety databases
- Manage the distribution and publication of safety information to all Network and Access personnel
- Contribute to the ongoing improvement for the distribution of safety related information
- Maintenance of the events calendar

TEMPORARY ASSIGNMENTS
Temporarily Yours, Drake Overload, Chandler & Mcleod
September 2004 - December 2004

Various PA / Secretarial / Tender / Document Control assignments for the following companies:

- | | |
|-----------------|----------------------------|
| ▪ AMES | ▪ National Australia Bank |
| ▪ Aviva | ▪ Pacific National Pty Ltd |
| ▪ Carey Grammar | ▪ Temporarily Yours |

PICKFORDS RECORDS AND INFORMATION MANAGERS

(Now known as Iron Mountain Pty Ltd)

Information Technology and Records Management Specialists

202-228 Greens Road, DANDENONG VIC 3175

October 1996 - August 2004

As *Support Services Coordinator*, Leanne provided co-ordination, assistance and confidential secretarial support to the Director and Corporate Office team. Other key aspects of this position included tender response co-ordination, national quality control, monitoring and compiling reporting within timetables, developing statistical information, national marketing standards and special projects.

Achievements

- Established a library of resource documentation for tender submissions, including response templates
- Established and developed the monthly reporting process
- Assisted with the design and implementation of the Pickfords Quality intranet site
- Established and controlled national marketing standards

Major Duties

- Coordination, preparation and submission of tender responses
- Collation of monthly / quarterly reports & supporting statistics
- Preparation of monthly board paper
- Monitoring of Pickfords corporate office accounts, including accruals and adjustments
- Records Management National Document Controller, including regular updates of the Quality Manual

TEMPORARY ASSIGNMENTS

Metier Personnel, Drake Overload and Hallis Personnel

January 1994 - October 1996

Various PA / Secretarial positions held at the following companies:

- | | | |
|---------------------------------|------------------------|-------------------------------|
| ▪ Allied Pickfords Pty Ltd | ▪ Coles Myer Limited | ▪ Schroders Australia Limited |
| ▪ AMP Investments Australia Ltd | ▪ Ernst & Young | ▪ Sheraton Hotel |
| ▪ Ansett Australia | ▪ GSA Group Pty Ltd | ▪ Telecom |
| ▪ BP Australia Ltd | ▪ Lend Lease Group | ▪ Thomson White / FCB |
| ▪ Bristol-Myers Squibb | ▪ Metier Personnel | ▪ Turnbull Fox Phillips |
| ▪ Cleanaway | ▪ MLC Building Society | ▪ Webb & Co |

MIT'S LIMITED

Information Technology Specialists

474 Flinders Street, MELBOURNE VIC 3000

July 1993 - December 1993

Personal Assistant to General Manager, Finance

- Assisted with preparation of Monthly Board Papers
- Maintained and distributed MIT'S Internal Telephone Directory
- Maintained and distributed Induction Manual
- Established Car Fleet Vehicle File Maintenance

YELLOW PAGES AUSTRALIA

301 Burwood Highway, BURWOOD VIC 3125

May 1991 - July 1993

Personnel Assistant / PRISM Administrator

Achievements

- Developed and maintained Procedures for Human Resource System
- Wrote and updated Training Manual for Human Resource System
- Conducted Training Sessions on Human Resource System and Word Processing
- Provided support to staff for Human Resource System and Word Processing

Major Duties

- Maintained System Administration of Human Resource System (security access, passwords etc)
- Maintained Organisation Module of Human Resource System
- Produced Quarterly Organisational Charts
- Report Writing
- Salary Review documentation
- Superannuation administration
- Conducted Audit Checks of Human Resource System

AUSTRACLEAR LIMITED
Clearing House for Short Term Money Market
July 1984 - March 1991

HEAD OFFICE

2 O'Connell Street, SYDNEY NSW 2000

January 1987 - March 1991

Administration Assistant

Achievements

- Assisted with conversion & training of New Administration System from Datapoint to Fintracs (new software)
- Conducted Training Sessions with Austraclear clients on Security and Password administration
- Established the Administration of Austraclear in New Zealand
- Trained New Zealand clients and staff on Security / Administration issues at the Reserve Bank of New Zealand in Wellington and New Zealand
- Undertook higher duties whilst Branch Managers in Brisbane and Adelaide were on vacation including Staff Supervision

Major Duties

- Implemented and maintained Security and Member / Bank records on Fintracs Administration System
- Provided support to Password Administrators and Branch Managers on Password and Security issues
- Prepared fortnight and monthly salary runs through TNT Processing
- Maintained Personnel Records

MELBOURNE BRANCH

11-19 Bank Place, MELBOURNE VIC 3000

July 1984 - January 1987

VDU Supervisor / Clerk

Major Duties

- VDU Input
- Checking of Money Market Securities
- Generating Reports
- Customer Queries
- Maintenance of Personnel Records
- General Secretarial duties including Word Processing and Telexing.
- Maintenance of Mailing / Information Lists

COMMONWEALTH BANK OF AUSTRALIA

HEAD OFFICE

367 Collins Street, MELBOURNE VIC 3000

December 1980 - June 1984

Internal Relief Typist

Authorities Typist

Valuers Typist

Personal Loans Receptionist

Assistant Accountants Secretary

- Maintenance of Staff Records
- Typing of Personal Loan Application Forms
- Word Processing
- Reception
- Shorthand
- Typing
- Associated Clerical Duties

TRAINING COURSES

CAE

2009 - Web Standard: Introduction

SKILLPATH

2001 - How to Design Attention Grabbing Brochures, Catalogues, Ads, Newsletters and Reports

ATC Training Australasia

2001 - Effective Time Management

2000 - Introduction to Project V98

1998 - Advanced Access 97

P-E Handley-Walker Pty Ltd

1998 - Quality Documentation

1998 - Audit Skills for Quality Assurance

1998 - Understanding ISO 9000

Brilliant Training and Consulting

1999 - Crystal Reports Introductory Course

EDUCATION

ST JOHNS REGIONAL COLLEGE - 1975-1980

DANDENONG

SECRETARIAL COURSE (1980)

SHORTHAND

TYPING

SECRETARIAL PRACTICE

BUSINESS MATHS

HSC ENGLISH

HSC ACCOUNTING

YEAR 11 (1979)

SHORTHAND

TYPING

GRAPHICS

MATHS b

ENGLISH

ACCOUNTING

REFEREES

Jenni Blencowe

Manager, Research & Policy, AMES

Contact No: 0418 343 075

Garry Stephenson

Director, Elementum Pty Ltd

Contact No: 0438 600 681

Wayne