

Curriculum Vitae

Sharyn Munro
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KEY SKILLS

- Advanced skills in Microsoft Excel, Word and Outlook
- Intermediate skills in Microsoft PowerPoint and Access
- Experienced with Microsoft Publisher and FrontPage
- Advanced SAP usage
- An understanding of database structures allows me to pick up internal database usage quickly
- Strong customer service focus
- Friendly and helpful telephone manner
- Excellent verbal and written communication
- Excellent time management
- Extensive experience locating information via the internet, databases and print sources
- Ability to take direction or lead when appropriate in team interactions
- Experience in dealing with clients from a wide range of backgrounds
- Typing speed of 65 wpm
- Data entry speed of 11895 kph
- HTML creation and editing

EMPLOYMENT HISTORY

Sharyn Munro Virtual Assistance

October 2008 to present

In this position I provide administrative support to small businesses, consultants and solopreneurs. Services provided include word processing, mail merges, typing, formatting text, proofreading, data entry, data manipulation, spreadsheet editing, audio transcription, contact management, internet research, e-filing, travel organization, website maintenance, appointment setting and any other administrative functions.

Protégé Property

September 2007 to October 2008

Executive Assistant

This position involved providing personal assistant duties for the Managing Director, coordinating all functions relating to administration and assisting with the administration of projects being managed by the company.

The duties included:

- Providing a premium level of customer service to all customers
 - Diary management for the Managing Director
 - Organising travel for the Managing Director
 - Maintaining asset register
 - Processing supplier invoices
 - Managing mail and courier deliveries
 - Maintain filing systems, including off site archive and filing lists
 - Managing office equipment, liaising with suppliers, ordering supplies
 - Manage IT services, liaise with company IT service providers
 - Petty Cash
 - Maintain Administration Manual, document changes to procedures
 - Manage new business system
 - Research and prepare proposals for new business, including Tenders and Expressions of Interest
 - Project management administration
 - Maintain contact schedules for current projects
 - Marketing strategy in consultation with Managing Director
 - Maintain company website
 - Manage advertising
 - Prepare annual Public Liability Insurance proposal
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Thomson Legal & Regulatory

May 2006 to August 2007

Sales Administrator

This position involved the provision of Sales and Administrative Support to the Queensland and Western Australian Sales and Training Teams and managing the Queensland office.

The duties included:

- Ensuring customer orders are processed in a timely manner.
 - Ensure correct paperwork is received from customers and account executives to comply with Sarbanes-Oxley requirements.
 - Coordinate travel bookings with Head Office.
 - Maintain customer database, ensuring accounts are accurate.
 - Respond to customer queries.
 - Maintain product information database.
 - Ensure sales collateral is current and organised.
 - Produce and maintain reports for Account Executives and Management.
 - Tracking order processing times, sales target achievement and forecasting accuracy for Account Executives & Management.
 - Compile statistics and reports on feedback from training sessions.
 - Collate daily reports to address local requirements.
 - Stationary purchase for Queensland & WA offices.
 - Produce and distribute agenda and minutes of Weekly Sales Meeting.
 - Organise teleconference sessions for Weekly Sales Meeting.
 - Processing monthly American Express statements for 11 Queensland and WA staff.
 - Assist State Manager with the induction of new staff.
 - Liaise with Head Office to ensure new staff have required paperwork, equipment and access to systems and buildings.
 - Train new staff on the use of Pivotal CRM system.
 - Accounts payable for Queensland and Western Australian offices.
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Fowles Auction Group

July 2005 to May 2006

Administration Assistant – Salvage Division

This position involved the provision of administration services to the Queensland Salvage Manager and Salvage Division Account Executives.

The duties included:

- Produce daily reports showing status of stock currently on site
 - Liaise with Insurance and Finance companies to ensure stock turnaround is managed efficiently and accurately.
 - Monitor registration cancellations for major clients.
 - Monitor transport requests; salvage pricing and WOVR recordings for major clients.
 - Coordinate forklift drivers, ensuring staff time is allocated to best suit the needs of the business
 - Monitor 5 generic email accounts on a daily basis, ensuring correspondence is appropriately actioned in a timely manner
 - Maintain HR files for the Salvage Division
 - Ensure the accuracy of records on the SAP and VIMS systems
 - Coordinating online sales during salvage auctions
 - Monitor and respond to urgent messages in the Queensland Salvage Managers email account when he is unavailable.
 - Ensuring internet and paper catalogues are correct at all times
 - Responding to queries from members of the public regarding the auction process and vehicle details
 - Checking all vehicles offered for sale to be sure no encumbered vehicles are offered.
 - Making sure each vehicle has the correct WOVR status advertised.
 - Chasing finance companies to provide clear title on unencumbered vehicles.
 - Providing a first point of contact for customer complaints, and ensuring sales staff have the appropriate information to ensure speedy resolution.
 - Coordinating the claims & compensation process and liaising with head office to ensure the correct legal documentation is processed.
 - Producing purchase orders to create compensation payments
 - Ordering stationary for the Salvage Division
 - Organising courier deliveries for packages and urgent mail
 - Monitoring payments for Salvage Vehicles
 - Ensuring payments for Registration Refunds and Salvage sales are made promptly
 - Answering queries from sellers regarding the current status of sales and payments
 - Monitoring uncollected vehicles and adding storage charges.
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Fowles Auction Group

April 2004 to July 2005

Registration Clerk

In this position I provided Administrative support to the Sales staff of the Damaged Vehicles division as well as performing Cashier duties on Auction days.

These duties included:

- Processing Registration cancellations for vehicles to be sold in auction
 - Answering queries from insurance companies and buyers regarding registration cancellations
 - Processing registration refund cheques from Queensland Transport and organising refunds to be forwarded to the correct seller
 - Balancing statements of registration cancellations from Queensland Transport
 - Chasing registration cancellations on behalf of insurance companies and individuals
 - Assisting sales staff in the Damaged division to prepare auctions
 - Answering queries from buyers regarding the auction process, vehicle specifications and availability
 - Liaising with insurance and finance companies to ensure vehicles are processed through auction in a timely manner
 - Registering bidders on auction day
 - Data entry of Auction results
 - Assisting buyers and sellers with invoicing queries
 - Taking payments for vehicles bought in auction
 - Ensuring legal requirements for vehicle sales are met before auction
 - Uploading photographs of vehicles to the company website
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Oxley Police Academy Library

July 2003 to March 2004

Library Technician (0.4)

In this position my role was to staff the library over the weekend and provide Police Recruits and members of the Queensland Police Service with library and computer helpdesk services.

The duties included:

- Answering queries regarding library services from recruits and QPS staff via telephone, email or direct contact.
 - Assisting members of the Queensland Police Service with library services
 - Assisting users to find appropriate material within the library or via the internet.
 - Performing daily administrative tasks such as processing overdue notices, despatching material to remote Police Officers and adding new users to the system.
 - Providing information to members of the Queensland Police Service via telephone, email and in person
 - Assistance with computer & printer problems.
 - Assistance with photocopiers, television and video players housed in the library.
 - Internet searching instruction and assistance
 - Technical assistance with Microsoft programs.
 - Technical assistance with QPS programs.
 - Assisting with serials processing, ordering and claiming
 - Cataloguing periodical articles onto the SIRSI library system.
 - Operating the circulation desk
 - Providing reference services to members of the Queensland Police Service.
 - Refiling books and magazines on the shelves where necessary.
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Brisbane North Institute of TAFE - Bracken Ridge Campus

February to November 2003

Library Technician (0.5)

In this position my role was to staff the Campus Library and Computer Centre during the evening shift.

The duties included:

- Assisting users to find appropriate material within the library or via the internet.
 - Created web site for TAFE intranet to assist teachers using online delivery methods. This included instructions for using:
 - ◆ Digital Cameras
 - ◆ Online Discussion Groups
 - ◆ Chat Rooms
 - ◆ Web Searching
 - ◆ FrontPage
 - ◆ WebCT
 - ◆ Online Resources to assist in package development
 - Providing assistance and instruction to clients with problems using computer hardware including PC's, printers, laptops, scanners, digital cameras and data projectors.
 - Providing technical assistance to Computer Centre users.
 - Cataloguing material to institute standards onto the TAFE library system.
 - Instructing library users in "Using the Library", "Searching the Internet" and "Using Equipment".
 - Inter Campus Loans to libraries within the Brisbane & North Point Institute of TAFE.
 - Liaison with Faculty staff regarding the acquisition of library resources.
 - Providing circulation and reference services to library users.
 - Provision of Inter Library Loan services to staff at the Bracken Ridge Campus.
 - Created and delivered training packages on internet searching, using PowerPoint and data projectors.
 - Trained campus staff on using Outlook as a time and resource management tool.
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RoweCom Australia / divine Information Services

2000 to 2003

Knowledge Resources Specialist

In this position I assisted Brisbane office staff and clients throughout Australia and the Pacific with online services, including availability, access, licensing and trouble shooting. I created the local ejournal database and provided first level technical support to clients and local staff as well as assisting the IT department with major projects.

The duties included:

- Advising clients of ejournal availability.
 - Advising management of new technologies and services relating to the online provision of information.
 - Assisting clients with ejournal queries.
 - Compilation and maintenance of the divine Information Services ejournal database.
 - Liaised with Library staff and Publishers to organise access to electronic periodicals and databases.
 - Liaising with Library Staff and Publishers regarding online journals.
 - Providing quotations for access to online resources.
 - Researching journal titles, both print and online, for inclusion on the RoweCom global database.
 - Training RoweCom Australia staff in the use and requirements of ejournals.
 - Assisted IT staff member to disconnect and reconnect hardware and software during office move.
 - Liaised with US programming staff to create new online products
 - Providing back up for divine Information Services Brisbane IT staff.
 - Providing first call technical support for divine Information Services Brisbane office staff.
 - Provision of helpdesk services to Australian clients using divine's online products via telephone and email.
 - Provision of technical support to clients and internal staff regarding the electronic delivery of invoices, orders and claims.
 - Set up PC's to work on the local network.
 - Coordinating workflow of Publisher Service Department.
 - Providing technical and administrative support to the Sales Manager.
 - Representing RoweCom Australia at conferences.
 - Trained Brisbane office staff in the use of divine products.
 - Was instrumental in coordinating the transfer of data from local database to the RoweCom global database.
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ISA Australia / RoweCom Australia
1998 to 2000

Project Supervisor

This position was created to develop and market a new Table of Contents scanning service (kTOC). In this role I liaised with staff, clients and IT to develop the specifications for the program, organised testing and coordinated the marketing and launch of the service.

The duties included:

- Accessioning periodicals to client standards.
 - Providing quotations for new clients.
 - Ensuring contract conditions were met for clients and renegotiating terms if necessary.
 - End processing of periodicals to customers requirements.
 - Liaising with library customers, publishers and periodical suppliers regarding claims.
 - Administration of kTOC project.
 - Liaising with clients regarding kTOC content.
 - Liaising with clients to ensure that kTOC met their needs.
 - Liaising with IT and Marketing departments to develop and promote the kTOC service.
 - Providing technical support for libraries using the kTOC service.
 - Scanning Contents pages and editing text.
 - Troubleshooting kTOC technical problems.
 - Conversion of text to html.
 - Editing HTML and JavaScript.
 - Liaised with programming staff to design systems for new web based service.
 - Organised purchase of hardware and software.
 - Representing RoweCom Australia at conferences.
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Dixon Library, University of New England

1992 to 1998

Library Technician

In this period I held two positions, the first involved collection maintenance and binding, the second was a serials department position.

- Advise Collection Services Unit of completed serial volumes requiring preservation action.
 - Answer queries from University staff & students regarding library materials.
 - Correspond with suppliers regarding claims for missing issues.
 - Design and maintenance of computerised binding card file.
 - Entering theses on VTLS and processing them to enter the collection.
 - Liaising with binderies both on and off campus.
 - Order and accession serials recommended by staff.
 - Participate in annual review of serials.
 - Periodicals cataloguing for both print and online titles.
 - Process invoices and maintain payment records on the VTLS library system.
 - Provide backup assistance for Library Systems Officer.
 - Record keeping related to the binding and repair operation.
 - Search and verify bibliographic data for serials.
 - Selection and dispatch of periodicals and books for binding and repair.
 - Write web pages for the library web site.
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Newling Library, University of New England

1990 to 1992

Library Technician

At Newling Library I performed functions such as:

- Accessioning and display of periodicals and newspapers.
 - Assisting with the creation and documentation of policy and procedures for a specialised library.
 - Back up assistance to the Audio Visual Department.
 - Binding duties similar to the above.
 - Online database searching using Medline and ABN.
 - Online ordering of periodicals.
 - Ordering of books and periodicals for the Harold Royle Library.
 - Providing back up for both the Loans and Reference desk.
 - Providing library services to staff both local and remote staff in the New England Health Department.
 - Provision of Document Delivery services to staff of the UNE – Armidale Campus and New England Health Department.
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Armidale College of Advanced Education

1985 to 1990

Clerical Assistant / Assistant Library Technician

EDUCATION

Achieving Success Without Authority: Focusing on Results Thomson University	2006
Microsoft Excel 2003, Expert Pt.1 Thomson University	2006
Microsoft Excel 2000, Level 2 Western Learning Centre	2001
Associate Diploma – Library Technician Adelaide College of TAFE	1996

In house workshops

Franklin Covey's "The 7 Habits of Highly Effective People" Publisher Services Manager	2001
From a Customers Viewpoint Diana Rylatt, Commonwealth Rehabilitation Service	2000

CONFERENCES AND COMMITTEES

Workplace Health & Safety Committee divine Information Services,	Aug. 2001 to Feb. 2003
Fire Warden divine Information Services,	July 2002 to February 2003
VALA (Victorian Association for Library Automation) Melbourne, Vic.	February 2002
ITAUL (International Technology Association of University Librarians) Brisbane, Qld.	May 2001
