

Susanne Bilney

26 Vanzuilecom Street
Kojonup
Western Australia, 6395

Curriculum Vitae

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Testimonials:

From previous employers and colleagues

"Sue is trustworthy, strategic and dedicated, a most talented design facilitator, coder, analyst and programmer, she can turn her hand to most anything. Sue confidently takes in complex ideas, systematically extracts the business requirements, and then enhances the existing system... A hugely productive analyst, an absolute asset to my team, she is, as effective as my best two programmers, rolled into one...an insightful, collaborative and very capable individual."

Jane Cuddihy

Former **Technical Team Leader**
Centrelink

"Susanne has excellent technical abilities with superior analysis... With attention to detail and inclusive communication strategies her IT documentation results are flawless. She has an eye for the smallest details, her problem solving is exemplary and her specifications always well-researched and thorough, from inception to implementation...I have no hesitation recommending her."

Stephen Rule

Former **Technical Operations Manager**
Centrelink

"I've worked with Sue on the delivery of several Rural Program policy and legislative changes. Whilst working on these changes Sue was required to analyse, develop and implement new business functionality and provide solutions to complex existing and new production problems. At times, this work was difficult because business requirements were not always clear from Policy Departments and often changes to rural policy/legislation was in response to an 'emergency or crisis' which resulted in limited lead times. Always a pleasure to work with, Sue targeted her verbal communication to meet the needs our business team and would always clarify and further explain IT concepts. This greatly assisted our team. Sue also took the time to understand our business needs and often communicated directly with those at the 'front-line' to ensure excellent outcomes when developing IT workflows, processes and solutions."

Kerrie Bailey

Former **Business Manager Farm Help**
Centrelink

Dear Sir/Madam

I am an enthusiastic self-starter, enjoy helping people, researching and undertaking problem analysis, developing and nurturing working relationships, and used all of these skills in teaching English in China, for three years in 2014/2013, 2012 and 2010.

In my years of teaching I have learnt that each class learns differently, some learn by numbers and word games, others by drawing or singing. It is important to use a variety of techniques which engage the student, motivate them to learn and more importantly get them to join in and practice speaking English.

Prior to teaching English I worked as a senior computer programmer and business analyst for the Australian Government's Commonwealth Service Delivery Agency (Centrelink) for twenty years. In all the work that I undertook one of my driving commitments was to always deliver computer systems/applications, which while implementing Government initiatives delivered improvements in delivery of those services.

My involvement of the following three major projects demonstrate my project management, planning, design skills, problem resolution, communication skills and willingness to take on challenges.

These projects were:

- Parental Income Review – Communication and networking skills enabled me to implement a strategic solution to the problem of tracking the return of forms, which ensured that customers did not have their payments cancelled.
- Farm Help Project – Implemented Professional Advice & Training Grant, Small Business Grant, Re-entry Grant for Farmers, Farmers Exit Grant, Farmers Income Support services to support Farmers and Rural communities. These services were delivered in short timeframes, changing business requirements and delivered assistance to rural communities.
- Customer Appointments project – Implemented a consistent framework for the booking of external interpreters for all Centrelink customers which took into account their cultural requirements.

I have always found that by sharing knowledge with people is more empowering and sustaining, as they can identify with what that knowledge can do for them.

In all my work I have found that if you are open and honest with people, take the time to understand their culture and background that a constructive relationship can be built.

This approach builds trust and rapport with people, giving people the confidence to ask the silly questions and thus they participate and learn more easily.

Skills

In my work as an English teacher, I am proficient in using the internet for research, use of word processing and excel as well as using power point presentations for development of lessons.

Tertiary Qualifications

Year	Description	Level	Place
2009	Completed 120 hour TEFL certificate which covered the following: <ul style="list-style-type: none">● 60 Hour Intensive TEFL Course● Specialist Certificate: 20-Hour Grammar Awareness● English to Young Learners specialist module● Teaching Business English specialist module● Teaching with Limited Resources specialist module● Teaching Large Classes specialist module● Teaching one-to-one English specialist module● How to teach Audio and Video Lessons specialist module● Cultural Awareness in the Classroom specialist module● How to Teach Pronunciation specialist module	TEFL Certificate	www.i-to-i organization
2008	Completed IT Infrastructure Library (ITIL) Foundation v3 Certificate	Certificate	Centrelink Training, Canberra Australian Capital Territory
1993	Technical and Business Writing, including Microsoft word processing and Excel.		Centrelink Training, Canberra Australian Capital Territory
1995	Advanced Model204 – computer language		Centrelink Training, Canberra Australian Capital Territory
1990	Basics of Model204 – computer language		Centrelink Training, Canberra Australian Capital Territory
1989	Post Graduate Diploma in Computing Studies	Post Graduate	Canberra College of Advanced Education, Canberra Australian Capital Territory
1981	Graduate Diploma in Extractive Metallurgy	Post Graduate	WA School of Mines – branch of WA Institute of Technology, Kalgoorlie Western Australia
1980	Bachelor of Applied Science in Extractive Metallurgy	Degree	WA School of Mines – branch of WA Institute of Technology, Kalgoorlie Western Australia
1976-1975	Year 11 and 12	Secondary	Methodist Ladies College, Claremont Perth Western Australia
1964-1974	Year 1 through to Year 10	Primary	Kojonup District High School, Kojonup Western Australia

Employment History

The table below outlines my work history

Period	Role/Level	Description
Feb 2016 – May 2016	English Teacher, volunteer	<ul style="list-style-type: none"> Private English teaching in Spain with two families
Aug 2015- Dec 2015	English Teacher, volunteer	<ul style="list-style-type: none"> Volunteer as an English teacher/assistant at a childrens orphanage and community organisation in Atenas Costa Rica and Playa Portero Costa Rica.
Sep 2013 – Jun 2014	English Teacher Shouguang Century School, China	<ul style="list-style-type: none"> 24 hours per week Eleven classes of Grade One aged 5 to 7 Thirteen classes of Grade Three aged 9 to 11.
Sep 2011 - Jun 2012	English Teacher - Shaanxi Modern Bilingual School, China	<ul style="list-style-type: none"> 22 hours per week Seven classes of Grade One aged 5 to 7, twice a week Four classes of Grade Two aged 7 to 9, twice a week.
Sep 2010 – Jan 2011	English Teacher - Waltstreet School Luipanshui, China	<ul style="list-style-type: none"> 25 hours per week Children ages 2-15 Class size 12 to 55, average 25
Mar 2010 – Jul 2011	English Teacher - Waltstreet School Luipanshui, China	<ul style="list-style-type: none"> 15 hours per week Student ages 5 - adults Class size 12 to 30, average 25
Sep 2009 – Aug 1989	Roles include: <ul style="list-style-type: none"> Branch Incident/Problem/Configuration manager – SITOGC Senior Business Analyst - SITOGC Senior technical programmer – SITOGC Technical Programmer 	<ul style="list-style-type: none"> Branch development of configuration management for development and maintenance of software components. Wrote High level design for Trusts & Companies project Wrote technical documentation Wrote User specifications. Undertook programming components in Model 204 language Mentored technical and business analyst staff Supervised staff, trained, mentored, delivery of Newstart Mature Age Allowance Undertook programming components in Model 204 language
1982-1986	Metallurgist	Woodlawn Mines, Tarago New South Wales Australia

Phone Referees

Name	Relationship	Contact
Ryan	Liason officer at Shaanxi Modern Bilingual School	ryan194162@163.com
Jane Cuddihy	Former Technical Team Leader Centrelink	m 0422 788 312 - Australia e jane.cuddihy@fahcsia.gov.au
Stephen Rule	Former Technical Operations Manager Centrelink	m 0447 408 375 - Australia

Thank you for your time and interest.

Susanne Bilney