

# BILL SMITH

# SENIOR ADMINISTRATION PROFESSIONAL

*Driving business efficiency and performance in complex business environments through first class administration leadership.*

## EXPERTISE

Administration

Data Entry

Client Service

Records  
Management

Team  
Development

Executive  
Support

Multi-level  
Communication

Liaison

Negotiation

Payroll

Financial  
Administration

Word Processing

Policy and  
Procedure

## TECHNOLOGY

MS Word

MS Excel

MS PowerPoint

MS Access

Ms Outlook

Pronto

*"Bill is a complete professional. He is an outstanding individual, the complete team member and will be a significant asset to any organization."*  
*(name omitted)*

**Senior administration management professional** offering an exceptional track record in the provision of high quality administration support within fast, fluid, high volume administration environments. Trained in information management, leadership and documentation control at the highest of standards through the Australian Defence Force with demonstrable success leading administrative operations to perform smoothly and efficiently in the most complex, sensitive and challenging landscapes.

## CAREER HIGHLIGHTS

As Administration Manager for Defence Payroll, transitioned underperforming accounts team with significant backlogs to benchmark clerical unit offering 12% efficiency growth and processing 5000+ claims per month.

Managing the complex administration functions of an operational vessel with over 200 staff, rectified critical backlogs dating 5+ years doggedly chasing outstanding files and reinstating records systems to first class order.

As Pay and Accounts Clerk within Defence Headquarters managed payroll administration for thousands of staff spanning across 6 operational sites with an exceptional 98.5% clearance rate. Built reputation as 'entitlement expert' able to resolve the most complex entitlement issues.

## PROFESSIONAL EXPERIENCE

**Accounts Administration Manager - AUSTRALIAN DEFENCE FORCE (ADF) 2007- Present**

Following exceptional performance in Defence payroll sector, transferred to accounts team and within 2 months was entrusted with leadership of unit processing up to 5000 entitlements claims monthly. Leading a team of 8 administrative staff built reputation for dogged work ethic and unparalleled performance standards, transitioning complacent, underperforming unit to efficient, well oiled team offering benchmark performance.

- **Efficiency:** Reengineered processing operations to better utilize each team member's specialist knowledge fast-tracking costing processes and propelling departmental efficiency more than 12%.
- **Cost Control:** Tightened cost control for member's entitlements through strict attention to protocols in entitlement requests saving the department more than thirty thousand dollars p/a in claims costs.
- **Leadership:** Reenergized complacent work team and forged new administrative team 'performance culture' increasing unit efficiency and eliminating hundreds of backlogged claims.
- **Travel Claims:** Established reputation for critical attention-to-detail and entrusted with releasing rights for millions of dollars in annual travel claims.
- **Analytical:** Leveraged analytical skills to determine staff entitlements utilising thousands of resources spanning departmental protocols, websites, legislation, and pay and conditions manuals.
- **Advice:** Forged reputation for in-depth knowledge of procedures, operating as go-to person for issues involving pay grievances, freedom of information requests, HR Law, drug abuse, and terminations.

**Administration Officer - AUSTRALIAN DEFENCE FORCE**

2005 - 2007

Diverse position rotating through specialist administrative postings with multiple vessels over 2 year period including operational deployment. Managed and attended to a range of administration functions including payroll, registry and accounts for vessels with 200+ staff, consistently transitioning backlogged departments to smooth running operations with benchmark standard administrative frameworks.

**PROFESSIONAL EXPERIENCE****Administration Officer cont.**

- **Productivity:** Consistently upgraded performance of ship administrative functions auditing files and administration systems to eradicate backlogs and ensure data integrity.
- **Performance:** Built Class A performance record across all sites, regularly assuming auxiliary functions above ranking and gaining performance promotion.
- **Service:** Spent three months in Kuwait supporting HR administration functions including invoicing and payments at sea and received multiple medals for performance during active service.
- **Backlogs:** Rectified backlogs and outstanding files dating back 5 years doggedly chasing outstanding files, reducing ship holdings and leaving the records systems in perfect order.
- **Systems:** Established spreadsheet applications to improve entitlements tracking speeding information access and payroll responses.

*“Hardworking, diligent and professional in every regard, an employee like Bill comes along once every five years, if you are lucky!”  
(name omitted)*

**Pay and Accounts Clerk - AUSTRALIAN DEFENCE FORCE**

2003- 2005

Busy administration position supporting the payroll administration of thousands of staff spanning across 6 different site establishments. Operating as part of dynamic micro-team, quickly showcased sharp attention-to-detail and client liaison capabilities saving the department tens of thousands in inappropriate charges whilst still maintaining exceptional 98%+ work clearance rate.

- **Enquiry Resolution:** Responded to diverse and expansive pay enquiries utilizing database to research and resolve complex pay entitlement queries securing minimum 98.5% clearance rate.
- **Cost Savings:** Through forensic combing of accounts identified multiple issues of fraud saving more than \$30K in inappropriate charges.
- **Allowances:** Entrusted with complex payroll areas including specialist allowances and with high volume areas, consistently completing all work accurately and within deadlines.
- **Pay:** Enabled department to meet near-impossible payroll deadlines following new technology system failure, working up to 14 hour days to ensure payroll deadlines were reinstated and met.
- **Advocacy:** Operated as staff advocate within complex entitlements issues, analyzing legislation and linking cross-functionally with relevant departments to negotiate and advocate on individual's behalf.
- **Administration:** Delivered high level administrative support to the Division Leader including drafting of minutes, ensuring meticulous attention to accuracy, presentation and deadlines.

*“Bill has been an extremely valuable asset and will be very hard to replace.”  
(name omitted)*

**PROFESSIONAL DEVELOPMENT****Certificate III in Business Administration**

*Hundreds of hours* in high level professional development training with Defence across the domains of administration, safety, risk management, technology, equity and diversity, and security. Fully detailed training record available on request

**REFEREES**

*Referees Available On Request*

## PROJECT NOTES

**Challenge:** After a successful military career as a 'Defence Writer', Bill was coming up to the end of his contract and ready to make the transition to civilian life and looking to pursue an administration position. When he arrived at our office, his résumé was short on achievements and long on military training and Defence terminology making him appear specialised to the military when in fact his skills were highly transferable and relevant to the positions he wanted to apply for.

**Actions:** To overcome this we held a lengthy discussion and data mining session with the objective of unearthing his achievements to-date, pinpointing his key sell points and relevant civilian transferable skills, and finding the consistent value he brought to each role.

Using this information we then:

- ☑ Built an opening profile that pitched him in civilian terms transitioning him from a 'Defence Writer' to 'Senior Administration professional' and playing up the high level training he had received in the defence in information management and documentation control and his experience leading administration teams to perform efficiently and seamlessly in the *most* complex, sensitive and challenging landscapes.
- ☑ Introduced a personal branding / unique value proposition statement "*Driving business efficiency and performance in complex business environments through first class administration leadership.*" which we then used as a theme consistently woven throughout the achievements in all his positions.
- ☑ Introduced a Career Highlights section to enable employers to take in at a glance the full scope of his career achievements and the diversity of his experience, all written in civilian terms.
- ☑ Utilized the side bar area to showcase quotes from his past Managers and performance reports to bring external validation to his resume achievements. We also used this area on the front page to display an overview of his key skills and technology proficiency.
- ☑ Redesigned his employment section to lead with position title, reducing emphasis on Defence as an employer, and replacing lengthy accountability sections with a position scope section focused on the core challenges in each role, how he responded and the subsequent value he brought. Each scope section followed with his key achievements written powerfully with action verbs and using the CAR format.
- ☑ Replaced his flat, crowded 6 page resume with a dynamically presented 2 page resume. To do this we removed unnecessary content that was diluting attention away from his real achievements and refocused his resume on achievements directly relevant to the jobs he was applying for. We also built more white space into his resume and used a scanner friendly font.
- ☑ Removed referees confidential personal contact details and replaced with 'Referees Available on Request' statement as is the accepted norm in Australia.

**Results:** Whilst still finalising his last months with Defence the candidate loved his new civilian resume and now has renewed confidence in a successful transition to the civilian sector.

\* Please note all testimonial provider's names and Ship names have been omitted in this application to protect confidentiality. For convenience to judges, spelling and paper sizing have been changed to US format but the term 'Defence' has been retained in Australian spelling standard as it refers to a department name.