



# Bronwyn Sharman

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## CAREER OBJECTIVE

To secure a challenging new career opportunity in the **banking & finance industry** where I can utilise my training and experience as an Evaluation Officer and Investigation Officer/Data Entry Operator. Self motivated, efficient, organised and customer focused, I am confident that my broad administrative expertise acquired over the past 15+ years would be well utilised, offering my 100% flexibility and commitment to participate in professional development activities with added expertise in staff leadership and office management.

## COMPUTER SKILLS

- Microsoft Office Suite
  - Word
  - Excel
  - Outlook
- Lotus Notes
- MYOB
- Email and internet proficient
- Fast and accurate keyboard skills

## DEMONSTRATED SKILLS & ABILITIES

- Reception & Switchboard Operation
- Professional Telephone Manner
- Customer Service & Enquiries Handling
- Computer Operation, Typing & Data Entry
- Office Administration & Management
- Staff Training, Induction & Supervision
- Electronic Diary Management & Emailing
- Investigate & Action Disputes & Complaints
- Typing of Quotes, Invoices & Statements
- Maintain Paper-based & Computer Files & Records
- Provide Accurate & Timely Secretarial Support to Management
- Processing & Banking of Cheques
- Warehouse Administration & Receipting of Stock
- Purchasing & Liaising with Suppliers
- Organise Couriers & Despatch of Goods
- Process Staff Payroll using MYOB
- Accounts Payable & Receivable
- Quarter Reconciliation of GST & Taxation

## PROFESSIONAL DEVELOPMENT

- **Shorthand/Typist Course**  
St Joseph's Business College, Leichhardt
- **Professional Modelling Course**  
June Daly Watkins

## PERSONAL DETAILS

**Languages:** Fluent written and verbal English and French  
**Interests:** Keeping fit and attending local gym, swimming and family activities  
**Health:** Excellent, physically fit, non-smoker

## **BANKING INDUSTRY EXPERIENCE**

- Nov 2008 - Current**                      **COMMONWEALTH BANK OF AUSTRALIA** | [www.commbank.com.au](http://www.commbank.com.au)  
Sydney, New South Wales
- Sep 2009 - Current**                      **Evaluation Officer (Delivery Management Unit)**  
**Nov 2008 - Sep 2009**                      **Investigation Officer/Data Entry Operator (Branch Investigation Unit)**

### *Company Profile:*

- The Commonwealth Bank is Australia's leading provider of integrated financial services including retail banking, premium banking, business banking, institutional banking, funds management, superannuation, insurance, investment and sharebroking products and services. The Group is one of the largest listed companies on the Australian Stock Exchange and is included in the Morgan Stanley Capital Global Index.

### *Key Duties - Evaluation Officer (Delivery Management Unit)*

- Handle a broad range of customer enquiries, building positive relationships with customers.
- Ensure all cheques conform with APCA specifications.
- Maintain a current knowledge of legislation, policies and procedures.
- Test cheque's MICR encoding using MICR qualifier and OCR Scanner.
- Test security features including paper, ink, micro signature lines and fluorescent patterns.
- Ensure that micro signatures are readable under magnification.
- Data entry and processing of applications.
- Liaise with printers regarding a range of issues.
- Evaluate and approve cheques and despatch appropriately.
- Check and verify account and BSB numbers.

### *Key Duties - Investigation Officer/Data Entry Operator (Branch Investigation Unit)*

- Sorting of daily mail.
- Printing of Commsee disputes.
- Allocate disputes to appropriate staff, conduct investigations and action disputes.
- Facilitate training and induction of staff.
- Data entry of Shortpay applications.
- Pulling of reports.

## **OFFICE ADMINISTRATION EXPERIENCE**

- May 2008 - Oct 2009**                      **ATTORNEY GENERAL'S DEPARTMENT**  
Community Relation Unit - Justice of the Peace Section  
**Justice of the Peace Appointments Clerk & Data Entry Operator**
- Jan 2008 - Apr 2008**                      **DYMOCKS PTY LTD**  
Sydney, New South Wales  
**Data Entry Operator**
- Mar 2007 - Jan 2008**                      **HEIDRICK & STRUGGLES**  
Sydney, New South Wales  
**Receptionist (Maternity Leave Contract)**
- Jun 2005 - Mar 2007**                      **VARIOUS TEMPORARY ASSIGNMENTS**
- Nov 2004 - May 2005**                      **ETERNITY FURNITURE & KITCHENS**  
Condell Park, New South Wales  
**Office Manager**

## OFFICE ADMINISTRATION EXPERIENCE

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- Jan 2001 - Oct 2004**      **LUMLEY GENERAL INSURANCE**  
Sydney, New South Wales  
**Switchboard Operator/Receptionist**
- Jun 1998 - Jun 2000**      **KAZ COMPUTER SERVICES LIMITED**  
Sydney, New South Wales  
**Front Desk Manager**
- Sep 1994 - Feb 1998**      **AIR INTERNATIONAL TRANSIT PTY LTD**  
Lidcombe, New South Wales  
**Receptionist/Typist**
- Jun 1994 - Sep 1994**      **NSW POLICE, STATE INTELLIGENCE GROUP**  
Crime Data Centre - Strawberry Hills, New South Wales  
**Personal Assistant (Contract)**
- Nov 1993 - Jun 1994**      **VACC INSURANCE CO LTD**  
North Sydney, New South Wales  
**Underwriting Clerk**

## PROFESSIONAL REFEREES

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**MRS LYN COLEMAN**  
Service Manager  
Branch Investigations Unit  
Commonwealth Bank  
T: (02) 8737 3217

**MRS KERRIE CARGILL**  
Manager, MICR & Special Print  
Delivery Management  
Commonwealth Bank  
T: (02) 8737 3447

**MS KIM-IRENE DANICKA**  
Manager  
Community Relations Unit  
Attorney General Department  
T: (02) 8688 7077