

TERRI STARK

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OBJECTIVE

To not only provide exceptional services that exceed expectations, but to also build strong business relationships that ensure satisfaction, success and growth.

INDUSTRY SKILLS

Familiarity with, and experience in:
Residential Mortgage Industry
Internet and Website Services
Construction and Building Industry

COMPUTER SKILLS

MYOB Accounting	Macromedia Dreamweaver
Adobe PhotoShop	Macromedia Flash
Adobe ImageReady	Macromedia Swish
Adobe InDesign	MS Access
Adobe Illustrator	MS Excel
HTML	MS FrontPage
XML	MS Outlook
JavaScript	MS PowerPoint
CGI	MS Project
CSS	MS Publisher
PHP	MS Word
MySQL	MS Visio

OTHER SKILLS

Strong customer service skills
Highly motivated and goal oriented
Extremely organised and resourceful
Excellent interpersonal and communication skills
Excellent documentation skills
Able to work independently or as part of a team
Able to adapt and learn quickly
Able to prioritise and meet deadlines
Well-developed attention to detail

EMPLOYMENT HISTORY

- 2005 to April 2008 **TRANSACTIVE SYSTEMS PTY LIMITED.**
Software Developers (Residential Mortgage Industry), GOSFORD, NSW
Office Manager
- Administration and Secretarial duties.
 - Accounting, Bookkeeping, GST, BAS and Financials (MYOB Accounting)
 - Reconciliation, Reports, Profit and Loss, Trial Balance.
 - Payroll including preparation and payment of PAYG, Payroll Tax and Superannuation, and preparation of group certificates
 - Customer accounts, Accounts Receivable/Payable
 - Customer Service, Sales, Problem Resolution and Helpdesk
 - Maintaining Customer database (Licenses and Registrations)
 - Maintaining Loan Product database, including daily rate and product changes
 - Instructing and training users on ActiveClient™ (mortgage software)
 - Writing documentation (User Guides, Terms And Conditions, policies)
 - Designing and creating company websites and documentation
 - Contributing towards system and product development.
 - Supervising and training staff.
 - Instituted policies and procedures that improved office operations and enhanced customer service.
- 2005 **YOUR WEB DESIGN**
Website Design and Hosting, CENTRAL COAST, NSW
Contract Website Developer
Website design, development, coding, image creation and editing.
- 2003 – 2004 **INTEGRITY NETWORK SOLUTIONS**
Network and Internet Service Provider GOSFORD, NSW
(Part time employment)
Help Desk / Technical Support
Customer Service, Reception, Administration.
- 2000 – 2002 **TAIT'S RESTORATION AND FINISHES**
Furniture Restoration and Finishes TUGGERAH, NSW
Secretarial, Administration, Bookkeeping and Accounting Duties
- 1996 - 1999: **INTERCOAST SYSTEMS P/L**
Internet Service Provider MANLY NSW
Accounting and Office Manager
Personal Assistant to Managing Director
- Administration and Secretarial duties.
 - Accounting, Bookkeeping and Financials (MYOB Premier)
 - Maintaining customer database and accounting systems.
 - Supervising and training staff.
 - Customer Service, Sales, problem resolution and Helpdesk
 - Instituted policies and procedures that improved office operations, and enhanced customer service.
- 1987 - 1995: **S & T STARK SPRAYPAINTING P/L**
Contract Auto Spraypainting
Director and Company Secretary

EDUCATION

- 2005: PRINTING AND GRAPHIC ARTS - Certificate II
Desktop Publishing
Hunter Institute of Technology, Ourimbah NSW
- 2004: DIPLOMA OF INFORMATION TECHNOLOGY
Website Development - With Distinction
Hunter Institute of Technology, Ourimbah NSW
- 2003 - 2004: INFORMATION TECHNOLOGY – Certificate IV
Website Development - With Distinction
Hunter Institute of Technology, Ourimbah NSW.
- 2003: INFORMATION TECHNOLOGY – Certificate IV
Helpdesk - With Distinction
Hunter Institute of Technology, Wyong NSW.
- 2002: INFORMATION TECHNOLOGY - Certificates II and III
Software Applications – with Distinction
Hunter Institute of Technology, Wyong NSW.
- 1984 - 1985: ART CERTIFICATE
Seaforth Technical College, Seaforth NSW.
Passes in:
Drawing, Design and Colour,
Painting (major), Sculpture, Printmaking,
Photography (minor) and Art Survey