

# Curriculum Vitae

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- Email:** susanjbrown99@btinternet.com
- Education:**
- Senior Certificate INHS (Australia)
  - Training Design
  - Evaluating Training
  - Train the Trainer in Photoshop, Illustrator and Screenshow design
  - Introduction to VBA
- Software:**
- EDMS (electronic document management system)
  - MS Office 95, 97, 2007, 2010, XP
  - MS Word, PowerPoint, Excel, Access
  - Outlook, Lotus Notes
  - Adobe CS3: Illustrator, PhotoShop, InDesign, Dreamweaver, Flash
- Experience:**
- Aug 2007 – current**
- Helpdesk Analyst – Libertas Digital**
- Providing comprehensive and professional computer hardware and software support to clients
  - Identifying, researching and resolving problems in a timely and effective manner
  - Managing, updating and maintaining internal databases on a regular basis
  - Carrying out computer operations within scheduled deadlines
  - Working as an integral member of the team to resolve network, server and communication problems
  - Liaising with internal and external agents, including appropriate technicians, building and maintaining strong professional relationships
- Jun – Sep (2009 and 2010)**
- Short term contract – Credit Suisse (3 months summer programme)**
- Assisted with the IT set up and supported any IT related queries during the Summer Intern/Analyst training programme which had over 150 delegates
  - Provided support during the training, graded and provided feedback to exercises
  - Also performed UAT testing of new web-based EDMS system, identified bugs and help to implement redesign
- Jan 1999 – May 2007**
- IT Trainer – Deutsche Bank**
- Front desk support of MS Office and bespoke applications
  - Assessed business training needs for specific user groups and prepared training needs analysis
  - Designed and developed courses, handouts, manuals and checklists for MS Office customised templates and toolbars and other bespoke applications
  - Delivered classroom training, one-to-one training and graduate presentations
  - Established a quality improvement monitoring process
  - Identified training needs on an ongoing basis
    - set assessments
    - provided feedback
  - Developed entry tests
  - Organised and developed soft skills induction training sessions for all new employees
- Outsourcing to India**
- Redesigned training material to accommodate for larger groups
  - Delivered training to over 100 new employees in both Chennai and Cochin in two separate successful outsourcing ventures
  - Designed and delivered train-the-trainer courses
  - Analysed further training needs for staff in India and prepared several short courses in response to these

### **IT Trainer – Deutsche Bank (continued)**

#### **e-DOCS – bespoke intranet document management system**

- Designed and delivered train the trainer course for e-DOCS training in London
- Delivered e-DOCS training for regional offices in Paris, Milan and Madrid

#### **Office 97 to XP migration**

- Defined business technical and training requirements
- Put together testing scripts for Word template and Excel toolbar
- Tested and identified bugs and areas for improvement
- Collated testing scripts into report format for developer

#### **Difficult chart library**

- Designed step-by step solutions library for difficult charts
- Delivered training on how to resource charts directly from the library using new data

#### **Ad hoc training**

- Involved in the successful implementation of the Trainee Scheme, a new initiative bought about to recruit and train inexperienced people into the industry
  - refocused all of the available training material so it was more specific to requirements of the industry
  - implemented a mentoring programme
- Trained remote workers over the intranet on various Microsoft and bespoke applications
- Assessed training requirements, designed and delivered training for new a presentations department in Tokyo
- Designed and delivered training courses for overseas delegates in all European offices as part of the merger with Bankers Trust
- Designed and implemented assessment in Frankfurt office to identify training requirements
- Delivered train-the-trainer course to new trainers in Frankfurt

**Jan 1997 – Jan 1999**

#### **Desktop Publishing Specialist – Deutsche Bank**

Produced high quality Pitchbooks (books pitching for new business) using MS Word with PowerPoint and Excel source files. Redrew logos and graphics using Illustrator. Designed custom backgrounds for Screenshots using PhotoShop. Developed strong professional relationship with internal clients.

**Jan 1996 – Oct 1997**

#### **PA – Cranstoun & Hussein Accountants, Australia**

Performed secretarial and administrative duties for two senior partners in a small chartered accountancy firm in Brisbane, Australia. Designed and implemented network architecture and archiving system.

**Nov 1992 – Nov 1995**

#### **Desktop Publishing Specialist – Arthur Andersen, London**

Worked as an evening Desktop Publisher in a high pressure environment putting together presentations using Microsoft, Excel and PowerPoint

**Feb 1987 – Dec 1990**

#### **Various temporary PA/secretarial positions, London**

Worked in a multitude of sectors performing various secretarial and administrative duties. Temp work suited me at this time as it gave me lots of variety as well as the opportunity to travel round Europe. Please see attached list for more details.

**Sep 1984 – Jan 1987**

#### **Metway Bank, Brisbane Australia**

Worked in a variety of administrative positions.

#### **Strengths:**

- Good communication and written skills
- Good diagnostic/troubleshooting skills
- Good team player and self-motivator

#### **Interests:**

Travel, gym, pilates, socialising, reading