

## Personal Details

**Name:** Beth Austin

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### Personal Statement:

I have over 30 years business experience as an employee, as a computer consultant, and as proprietor of my own business.

Most of my work experience has been in the computer industry where I carved a niche for myself in User Support and Training, in System Development and Acceptance Testing, and in documenting work procedures both as an individual and as a Project Manager.

Because of my diversified interests and my ability to commit myself, I have also embarked on several mini-careers (martial art instructor, professional horsewoman, tour operator) over the years.

Since 1999 I have been working as a freelance writer. Published in both print and electronic media, I am also webmaster for several writing sites. A member of New Zealand Society of Authors (PEN NZ) Inc Northland Branch, I have served as Public Relations Officer since February 2002 and as Newsletter Editor for 2002 and 2003.

In 2003 I received my Certificate in Applied Writing through Northland Polytechnic's online writing course. I have also completed half the requirements for the Diploma in Applied Writing.

A very organised person, I am able to envisage the ultimate goals and objectives of a particular enterprise, I am also able to structure the tasks necessary to achieve them.

I work well with other people at all levels; managers, co-workers, and subordinates. A clear and open communicator, I am also a good listener. I can take direction from above, elicit cooperation from below and pull together with a team.

I am a great advocate of the KISS method of working (Keep It Simple Stupid).

# Business Qualifications

## Management

- Extensive experience in planning and managing short and long term projects
- Skill in recruiting and in motivating staff
- Excellent at written and oral communication

## User Support and Training

- Establish and document Help Desk facilities and procedures
- Determine user requirements and produce user guides
- Develop and deliver user training modules for classroom, self-study or one-on-one presentation

## Administration

- Able to organise work flow for most efficient operation
- Good at establishing procedures for effective performance, reporting and accountability
- Do tasks myself or delegate when appropriate

## Budgeting

- Provide timely and accurate estimates of resources required
- Manage time and resources so projects are completed on time and within budget
- Anticipate and resolve problems before they impact progress

## Finance

- Know accounting procedures used by financial, retail, health, and manufacturing institutions
- Extensive experience with computerised accounting packages
- Can prepare financial statements from cash flow through to balance sheet

## Professional Certification

EGOS Certificate of Computer Programming, Denver CO, 1968  
SDC Digital Computer Programming Certificate, Los Angeles, CA, 1970  
Honeywell Series 16 Assembler Language Cert, Los Angeles, CA, 1970  
Business Management Program Certificate, UCLA, Los Angeles, CA, 1973  
Kiwi Host Provider, Canterbury Tourism Council, 1993

## Computer Skills

Over 30 years experience performing the following functions: Webmaster, Computer Tutor, Programmer Analyst, Operations Supervisor, Training Coordinator, Technical Writer, Documentation Specialist, Systems Analyst, Business Analyst, Project Manager

Computer literate regarding requirements for utilising mainframes, microcomputers and PCs in standalone and local and wide area network environments, as well as being internet savvy.

Have conducted *Internet for Writers* workshops, provided one-on-one computer tutoring for neophytes and designed and maintain several writing websites.

Experienced in:

- Developing and maintaining websites, including use of HTML and FTP
- Training users in PC applications and internet usage
- Analysing and documenting user requirements and designing, developing and implementing information systems to fulfil them
- Developing technical and business standards and procedures
- Writing user and training guides and presenting technical and user training programs
- Performing problem analysis and resolution, change control procedures, and system and user testing functions
- Programming telecommunication, system and user applications

I am conversant with numerous database, word processing, spreadsheet, graphic, publishing and project control packages on IBM and Macintosh PCs using both Windows and DOS environments. I'm proficient with Foxpro database, MS Word and Wordperfect word processors, and MS Excel spreadsheets. I use both Netscape and Internet Explorer browsers on the internet.

I have programmed in a number of languages including macros and command modules for various applications and operating systems, and in Assembler, COBOL, Fortran, PL/1, Basic, Focus, PDS-Adept and HTML. Some project development tools which I have used over the years are: Function Point Analysis, SDM/70, Spectrum, Structured Programming, Structured Systems Analysis, Information Engineering and CASE.

## Personal References for Beth Austin

Bill Groenestein  
Control Systems Engineer  
New Zealand Milk Products, Kauri  
Private Bag 9020  
Whangarei

Phone: (09)435-4945, ext 6304  
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Barbara Lucy Hosken  
Retired Senior Lecturer  
Dudley College of Education  
Birmingham University, England  
RD 4  
Whangarei

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Janine McVeagh  
Head Tutor, Applied Writing Program  
Northland Polytechnic  
C/ PDC  
Rawene

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I also have written references from:

Martin JH Bampton, Jan 1994  
Roger Dalglish, Feb 1995  
Anton Wilke, Feb 1995  
Stephen Yule, Nov 1996

# Freelance Writing

## Print Media

### Articles

Writers Colony in Rawene, *The New Zealand Author*, April/May 2002

You've Got to Enter to Win, *Rainy Day Corner*, February 2002

Defence Forces, *Australian Women's Forum*, April 2000

### Short Stories

Red Ribbon Day, *Woman's Day*, July 10, 2000

### Other

Editor, NZSA(PEN NZ) Inc Northland Branch News and Views, monthly newsletter, 2002 and 2003

## On the Internet

### Articles

Your Home Page

<http://www.writecraftweb.com/crafttools/wcYourHomePage.html>

High Adventure on New Zealand Highways, *Nzine*,  
[http://www.nzine.co.nz/views/highway\\_adventure.html](http://www.nzine.co.nz/views/highway_adventure.html)

Need More Time in Your Day?, *The Swamp*,  
<http://www.the-swamp.net>

Nasty Letters are My Specialty, *The Swamp*,  
<http://www.the-swamp.net>

### Short Stories

The Right Man for the Job, *The Swamp*,  
<http://www.the-swamp.net>

### Other

Writing Tips: Show Don't Tell, First Drafts, Queries, edited by Sheila Seifert,  
The fabjob Guide to Become a Creative Writer, <http://www.fabjob.com/>

Personal Power for Personal Protection, monthly column from February 2001  
to present  
<http://www.suite101.com/welcome.cfm/10450>

ForHorsePeople.com, webmaster and content editor from February 2001 to  
July 2002 (the hosting company went belly-up)

Writecraftweb.com. Designer and webmaster for this award-winning (One of  
Writer's Digest's "**101 Best Web Sites for Writers**" 2003 and 2004) writers'  
website from October 2002 to present  
<http://www.writecraftweb.com/>

## Summary of Computer Consultancy

### **New Zealand**

(For further information, see **Detail of New Zealand Consultancy**)

**Plumbing World, Ltd**, Palmerston North - 3/95-2/97

**Cardinal Professional Services**, Christchurch - 5/94-7/94

**Telecom NZ**, Christchurch - 10/93-1/94

**IBM**, Petone - 9/90-1/91

**Telecom NZ**, Wellington - 9/88-12/89

**Department of Social Welfare**, Wellington - 11/87-5/88

**Datamark International**, Paremata - 4/87-11/87

**Databank Systems, Ltd**, Wellington - 3/86-3/87

### **Los Angeles, CA, USA**

**Transamerica Financial Services**, Systems Consultant - 11/83-1/86

**Berton Group**, Project Manager- 10/82-11/83

**Independent Consulting**, Documentation Specialist - 10/79-10/82

**American Medical International**, Training Coordinator - 11/78-10/79

**Telecredit Inc**, Programming Support Group Supervisor 11/77-11/78

**System Development Corporation**, Programmer Analyst/Operations Supervisor - 2/69-6/74

## Detail of NZ Computer Consultancy

### **Plumbing World Ltd, Palmerston North - 3/95-2/97**

Systems Analyst: Managed the Acceptance Testing Project for a customised POS package, ProStix, which was implemented in all stores nationwide. This was an Australian product and extensive modifications were requested, particularly as regards GST and inventory valuation.

Prepared detailed test scripts, established test procedures, and trained and supervised the users in performing the tests; evaluated test results and reported them to the provider; implemented change control procedures and final user acceptance process.

As part of a team, presented week-long user training modules in the various regions, and provided on-site support as each store went online. Set up a Help Desk facility when the system was fully implemented.

### **Cardinal Professional Services, Christchurch - 5/94-7/94**

Technical Writer: Updated approximately 30 user manuals for a new version of a UNIX based manufacturing/accounting system. Using WordPerfect, I developed numerous macros to automate the changes and generate the completed manuals.

### **Telecom NZ, Christchurch - 10/93-1/94**

Business Analyst: Researched and documented employee contract data requirements for the National Sales Compensation system and assisted in the development of a prototype database for the proposed new system.

### **IBM, Petone - 9/90-1/91**

Documentation Specialist: With the assistance of 2 Technical Writers, produced a 300 page user manual for an in-house Automated Revenue-Based Commissions System being developed, detailing installation, maintenance, and operating procedures.

Worked with the programming staff, analysing and documenting the system, with management, deciding on the format for the manual, and with the vendor who provided printing services, coordinating production of the finished product.

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## **Detail of NZ Computer Consultancy (cont'd)**

### **Telecom NZ, Wellington - 9/88-12/89**

System Support Supervisor, Applications Support Department: Managed 10 people supporting the overall data processing requirements for all user areas, evaluated packaged software or developed databases to fulfil their requirements, implemented the Telecom Information Engineering Methodology standards and procedures, instituted project control mechanisms to quantify, schedule and facilitate work flow, and coordinated efforts with other work groups both within and without the department and division.

### **Department of Social Welfare, Wellington - 11/87-5/88**

Development Manager, SCAN Project: Developed detailed design specifications for this new cash accrual system, managed a team of 5 programmers developing the application, liaised with user management regarding system requirements and change requests, and implemented the system for user testing.

### **Datamark International, Paremata - 4/87-11/87**

Systems Consultant: Installed the TIMS manufacturing/accounting system at customer sites and provided initial user training and follow up support.

### **Databank Systems, Ltd, Wellington - 3/86-3/87**

Technical Support Supervisor, Applications Support Department: Supervised 7 people responsible for the Help Desk, RJE Operations, and Problem/Change Management. Developed and maintained online and batch utilities to increase productivity, maintained public libraries of application programs, managed and controlled system access, and monitored system performance to assure compliance with Performance Agreements.

## Entrepreneurial Pursuits

### **Gumboots and Singlets Tours, Christchurch - 1993-1994**

I was founder and proprietor of this company, offering customised, fully escorted tours of the South Island for groups of four to six people for a minimum of seven days. This was a unique concept of tailoring a tour specifically for the group as part of the booking procedure.

With information and advice from the New Zealand Tourism Board and Canterbury Tourism Council, I developed a complete business plan, including three-year cash flow projections and an initial marketing strategy. I also registered with the Canterbury Business Development Board seeking a financial partner with international marketing experience and conducted negotiations with several prospective investors.

Start-up activities included:

- attaining the necessary driving and transport licenses
- creating a brochure and other promotional material, including proposed tours
- travelling around the South Island checking routes and travel times, vetting venues and activities, and visiting regional tourism organisations
- acting as driver/escort for the tours which were booked

### **Equine Training and Employment - 1991-1993**

To satisfy my lifelong interest in horses, I became a working pupil at Annesford Riding Centre, Pauahatanui, as trek leader, groom, stablehand. I was a student of equine studies at Telford Rural Polytechnic, Balclutha, from 2/92 to 6/92. As part of the course, I did work experience at various stables and riding centres in the Dunedin area. I later worked full time as groom and track rider for 6 months in the Christchurch area. I continue to ride and school horses as time permits.

### **Martial Art and Self Defence Instructor - 1974-1977**

During this time period, I served as resident instructor at Santa Monica Aikido Institute, spent a year in Tokyo, Japan, training in Aikido and teaching English as a Second Language. I also founded WIMA (Women in Martial Arts), a support organisation for women martial artists, and AWARE, Inc (A Woman's Answer to Rape, Etc), providing self defence courses, publishing a newsletter, and manufacturing/distributing a self defence key chain and T-shirts. The first article I ever had published in print was about WIMA and appeared in Black Belt Magazine.

Currently I am teaching a Tai Chi class.