


Henry John Boleszny



Résumé

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Career Objective

To enhance Australian business through quality workplace training and business management practices.

Professional Skills Summary

<i>Typing:</i>	40 wpm		
<i>Training</i>	<input type="checkbox"/> Prepare training resources	<input type="checkbox"/> Facilitate small groups	
	<input type="checkbox"/> Write session plans	<input type="checkbox"/> Organise venues	
<i>Software:</i>	<input type="checkbox"/> MS Office 95/97	<input type="checkbox"/> Allaire HomeSite 4.5	
	<input type="checkbox"/> M.Y.O.B. Accounting Plus 10	<input type="checkbox"/> Macromedia Dreamweaver 3	
	<input type="checkbox"/> Ulead PhotoImpact 5.0	<input type="checkbox"/> Adobe PhotoShop 4.0	
	<input type="checkbox"/> Adobe PageMaker 6.5	<input type="checkbox"/> CorelDRAW 9	
<i>Communication</i>	<input type="checkbox"/> web page design	<input type="checkbox"/> report preparation	
	<input type="checkbox"/> web site copy writing	<input type="checkbox"/> research	
	<input type="checkbox"/> written communication	<input type="checkbox"/> oral/phone communication	
	<input type="checkbox"/> editing & proof-reading	<input type="checkbox"/> telephone sales	
	<input type="checkbox"/> advertising copy writing	<input type="checkbox"/> counselling/mentoring	
	<input type="checkbox"/> financial analyses		
<i>Business</i>	<input type="checkbox"/> customer service	<input type="checkbox"/> goal setting	
	<input type="checkbox"/> financial management	<input type="checkbox"/> business plan development	
	<input type="checkbox"/> time management	<input type="checkbox"/> market research	
	<input type="checkbox"/> business management	<input type="checkbox"/> negotiating A/R and A/P	
	<input type="checkbox"/> preparing quotations	<input type="checkbox"/> caseload management	
<i>Personal</i>	<input type="checkbox"/> highly motivated	<input type="checkbox"/> efficient	
	<input type="checkbox"/> self-starter	<input type="checkbox"/> reliable	
	<input type="checkbox"/> quick learner	<input type="checkbox"/> computer literate	

Education

FORMAL QUALIFICATIONS

Bachelor of Information Technology, SCU, Lismore NSW
Credit average – *withdrew after 1st Semester due to Post Viral Syndrome*

Associate Diploma in Social Work, SAIT, Adelaide SA
Credits & Distinctions for communication, group work & statistics – *completed*

CERTIFICATE COURSES

Workplace Trainer Category 1, The Training for Learning Company, Adelaide SA
Cert IV Small Business Management (NEIS), The Business College, Lismore NSW
Interactive Webpage Design, North Coast Adult Community Education, Lismore NSW
Short Course in Telemarketing, Australian College of Telemarketing Pty Ltd, Adelaide SA
Office Computing, Workskil Inc. Adelaide, SA

Employment Overview

2000	Leonie Green and Associates Pty Ltd <i>Web Design Consultant</i>
1997-2000	Sea Eagle Publications <i>Accounts Manager, information & training materials publisher</i>
1998-1999	Brown Bear Web Works <i>Proprietor, web site & business development consultancy</i>
1996-1997	Amy Longshaw and Associates <i>Admin Assistant, curriculum development consultant</i>
1995-1997	Follow Your Dreams <i>Proprietor, personal development consultancy</i>
1995-1997	Projecting Personal Power <i>Partner, personal development seminars</i>
1995-1997	Southern Synergy <i>Executive Secretary, commercial networking enterprise</i>
1989-1990	Dept for Family and Community Services <i>Social Worker</i>

Other work – voluntary and casual

1990-1997	<input type="checkbox"/> Truck driver (to 3 tonne)	<input type="checkbox"/> Child minding
	<input type="checkbox"/> Editor & proof-reader	<input type="checkbox"/> Taxi driver (SA)
	<input type="checkbox"/> Reiki Clinic volunteer/coordinator	<input type="checkbox"/> Small bus driver
	<input type="checkbox"/> Mentor – “Women in Business”	<input type="checkbox"/> Fundraiser
	<input type="checkbox"/> Warehouse operations/packer	<input type="checkbox"/> Cleaner
	<input type="checkbox"/> Postal delivery (Christmas – SA)	<input type="checkbox"/> Letterbox delivery
	<input type="checkbox"/> Commission salesperson	<input type="checkbox"/> Telemarketer

Professional Membership

1998-2000	HTML Writer’s Guild, <i>Associate Member</i>
1998-200	Internet Industry Association, <i>associate Member</i>

Licences and Transport

- LR – manual (Car since 1990, LR since 1995)
- Own transport available

Published Articles

Sole Author	“Changing for the better”; <i>Insight</i> ; Mar 99; 24 “Renaissance Woman: Amy Longshaw ...”; <i>Work From Home</i> ; Mar 99; 14, 16 “To ‘Net or not to ‘Net ... and now much will you nett anyway?”; <i>Insight</i> ; Aug 98; 8-9
Co-Author	“GST made Easy”; (with Amy Longshaw); <i>Work from Home</i> ; May-June 2000; 24-25 “Your computer is the mirror of your soul”; (with Amy Longshaw); <i>Spiritual Links</i> ; Dec 99; “Reasons why a good business fails to produce good profits” (with Amy Longshaw); <i>Work From Home</i> ; c. Jun 99; 34

Professional Skills Overview

<i>Oral Communication</i>	<ul style="list-style-type: none"><input type="checkbox"/> trained public presenter – seminars, workshops and presentations<ul style="list-style-type: none"><input type="checkbox"/> ranked as 'one of the best' trainers in a class of twelve<input type="checkbox"/> attained Distinctions for presentation and group work skills<input type="checkbox"/> skilled and qualified counsellor, experienced mentor<ul style="list-style-type: none"><input type="checkbox"/> highly praised in "Women in Business" program<input type="checkbox"/> trained in telemarketing techniques<ul style="list-style-type: none"><input type="checkbox"/> experienced in direct customer service and sales<input type="checkbox"/> clear diction and good vocabulary with excellent grasp of English
<i>Written Communication</i>	<ul style="list-style-type: none"><input type="checkbox"/> typing speed of at least 40 wpm<input type="checkbox"/> experience in preparing and writing reports – including financial and statistical analyses<input type="checkbox"/> editor and proof-reader<input type="checkbox"/> prepare documents to pre-press standards using PageMaker 6.5<input type="checkbox"/> published author of several articles on business and personal development
<i>Web site design and development</i>	<ul style="list-style-type: none"><input type="checkbox"/> designing sites since 1998<input type="checkbox"/> identify specific goals and objectives for site<input type="checkbox"/> optimise graphics using Photoshop 4, PhotoImpact 5 or CorelDRAW 9<input type="checkbox"/> develop site copy, including promotional text<input type="checkbox"/> code site to HTML 4 Transitional standard using Dreamweaver 3 or HomeSite 4.5 (familiar with MS FrontPage 98)<input type="checkbox"/> validate and check site code, upload to server, register site<input type="checkbox"/> monitor performance to improve search engine ranking
<i>Computer Operations</i>	<ul style="list-style-type: none"><input type="checkbox"/> able to format hard drive and reload software (including OS)<input type="checkbox"/> familiar with disk management processes (eg: defragmentation)<input type="checkbox"/> set up/modify Internet connection settings (dial up, TCP/IP, browser & multiple POP)
<i>Financial Management</i>	<ul style="list-style-type: none"><input type="checkbox"/> establish accounts using M.Y.O.B. Accounting Plus, Version 10<input type="checkbox"/> generate reports on monthly and annual basis<input type="checkbox"/> track and follow-up Accounts Receivable and Payable as required<input type="checkbox"/> export information into MS Excel for detailed trend analyses<input type="checkbox"/> design MS Excel spreadsheets with analytical formulae<input type="checkbox"/> prepare graphs and summary tables<input type="checkbox"/> prepare and submit BAS (manual & electronic)
<i>Business Management</i>	<ul style="list-style-type: none"><input type="checkbox"/> develop and review business plans, including financial projections<input type="checkbox"/> establish goals and strategies, monitoring actual performance against projections<input type="checkbox"/> conduct research on competitors for benchmarking purposes<input type="checkbox"/> develop and maintain strategic alliances<input type="checkbox"/> analyse financial information<input type="checkbox"/> review business activity, including sales and marketing results
<i>Administration</i>	<ul style="list-style-type: none"><input type="checkbox"/> computer literate (PC Windows; familiar with Apple environment)<input type="checkbox"/> experienced with MS Office 95/97 (including Access & Excel)<input type="checkbox"/> prepare written correspondence for mail or fax distribution<input type="checkbox"/> prepare quotations for service and product delivery<input type="checkbox"/> develop and maintain relevant files (manual and electronic)<input type="checkbox"/> banking, including merchant facility reports and account reconciliations
<i>Other Skills</i>	<ul style="list-style-type: none"><input type="checkbox"/> conduct and analyse market research<input type="checkbox"/> time management – multi-tasking, set priorities, schedule activities<input type="checkbox"/> familiar with fax and photocopier operations

Employment in detail

Leonie Green and Associates Pty Ltd

2000

Website development consultant

This is a national employment agency operating in all eastern States and SA. They specialise in a broad range of employment services including training, job matching and rehabilitation.

Responsibilities:

- Design and author web site maintenance manual for internal use
- Train staff in software use, basic web development issues and site maintenance procedures
- Modify code in preparation for conversion to emerging standards (XHTML → XML)
- Create PageMaker and PDF files from MS Word documents.
- Validate, check and upload pages using MS FrontPage (as required by existing site)

Reason for leaving

Contract position for one project. Staff did not require further assistance after my training session.

Sea Eagle Publications

1997-2000

Administration Manager and Partner

This enterprise publishes business development texts and training resource packages. It has a national and international mail order distribution.

Responsibilities:

- Develop and maintain enterprise web site
- Responded to customer queries over the telephone
- Fill orders, including provision of invoices or receipts as required
- Maintained accounts, including A/R and A/P using M.Y.O.B. and Excel
- Modify accounts and financial systems for GST compliance
- Provided both end-of-month and Quarterly reports
- Provided sales summaries and commission statements
- Prepared both end-of-year and taxation returns
- Assisted in preparing correspondence and publicity materials
- Edited and proof-read manuscripts

Reason for leaving

This is a part-time casual position with flexible hours. The position is likely to become redundant due to an industry-wide decline in sales related in part to the GST.

Brown Bear Web Works

1998-1999

Sole Proprietor

This enterprise initially offered web site development services then expanded its delivery to include mentoring, training and marketing. Clients came from the Northern Rivers, NSW and Brisbane, QLD.

Responsibilities:

- Mentor proprietors in more effective business operating procedures
- Provide training in bookkeeping, GST issues, management techniques
- Provided service quotations within 24 hours of initial enquiry
- Wrote site copy for clients as appropriate and coded sites using appropriate tools
- Assisted clients with developing effective marketing materials
- Maintained and analysed accounts using M.Y.O.B. and Excel

Reason for leaving

Though the business idea was good and I modified my service delivery to suite my clients' changing needs, it failed to generate sufficient sales and experienced a cash-flow crisis. This is common with new consultancies.

Amy Longshaw & Associates

1996 - 1997

Administrative Assistant

This curriculum development enterprise formerly operated in SA. The proprietor developed accreditation application documents for a wide range of industries.

Responsibilities

- Responded to customer queries and made appointments for proprietor by telephone
- Prepared and distributed documents as appropriate
 - edited manuscripts and training resource packages
 - negotiated contracts with printers and book publishers
 - contacted retailers to establish and maintain stock orders
- Coordinated publicity and stands at several Expos and Holistic Events

Reason for leaving

The position became redundant when the proprietor moved interstate.

Follow Your Dreams

1995 - 1997

Proprietor/Consultant

This sole proprietorship offered a range of personal development services in Adelaide. It successfully helped many people before I ceased operations.

Responsibilities

- Managed enterprise, including budgeting, goal setting, task scheduling and reception.
- Established and maintained a marketing campaign
- Maintained accurate and confidential client files
- Provided effective personal development support both in the office and clients' homes

Reason for leaving:

Moved to Lismore to pursue academic studies in Information Technology and develop an expanded range of skills.

Projecting Personal Power

1995 - 1997

Seminar Presenter

This partnership offered seminars and workshops in Adelaide, based on holistic concepts.

Responsibilities

- Wrote training materials, including handouts and other presentation aids
- Facilitated group training sessions on various personal development topics to both general public and special needs groups
- Organised venues, including hire and set-up
- Responded to client queries and bookings over the telephone
- Coordinated publicity and stands at several Expos and Holistic Events

Reason for leaving:

Moved to Lismore to pursue academic studies in Information Technology and develop an expanded range of skills.

Southern Synergy

1995 - 1997

Executive Secretary

This enterprise offered a directory-based networking service to holistic practitioners in SA.

Responsibilities

- Contacted enterprises for Directory subscriptions and advertising
- Prepared correspondence and publicity materials
- Coordinated Directory design, production and distribution
- Established client database (MS Access 95) and accounts (manual & MS Excel 97)
- Organised and chaired Management Team meeting, reporting as required

Reason for leaving:

Moved to Lismore to pursue academic studies in Information Technology and develop an expanded range of skills.

Web Site Development Clients

- Leonie Green and Associates Pty Ltd** **2000**
http://www.leonie-green.com.au/Positions.htm
Modified site to accommodate the organisation's changing needs. Also created a site maintenance manual for use by staff within the organisation (made redundant when I provided more detailed training on specific design issues).
- The Horstmann Technique Pty Ltd** **1998-1999**
http://users.bigpond.com/Horstmann
Identified site objectives and created site to promote a natural therapy technique. Scanned and optimised photos for site use. Wrote promotional copy. Maintained page promoting new seminars and events. Provided training in site maintenance.
- TMG Computing** **1998-1999**
Site owner uploaded draft version by mistake and did not correct it. Pulled by owner 18 months later.
Modified code & wrote new copy. Redesigned site to accommodate enterprise' change of focus from family to business computer services. Created new pages and designed graphics.
- Online Service Providers** **1998**
Site pulled when proprietor ceased trading
Modified existing site for ISP. Wrote site copy and created navigation graphics.
- Ho Ho International Restaurant** **1998**
Site pulled when service provider ceased trading and restaurant subsequently closed
Identified site objectives and created site for Chinese owners. Scanned and optimised photos for site use. Wrote promotional copy.
- Read To Succeed** **1998**
Site pulled when owners discovered – after site design completed – that their business name was internationally too popular and already taken as a domain name.
Identified objectives and designed site; coded Javascript elements.
- Laurie Armstrong, financial planner** **1998**
Site pulled when service provider ceased trading
Identified objectives and created site. Scanned and optimised photos for site use. Wrote promotional copy.
- Sea Eagle Publications** **1997 – 2000**
http://www.seaeagle.aunz.com
Identified objectives and created site. Coded for cross-browser support using Javascript detection. Scanned and optimised photos for site use. Wrote promotional copy. Maintained site, modifying content as appropriate. Created PDF files from Word documents and HTML pages to improve information access. Currently 76 pages (including browser-specific versions for 37 site content pages).
- Merlin's Hill – a place where magic happens** **1998**
Site pulled when owners changed activities – became "Sea Eagle Publications"
Identified objectives and created site. Wrote copy to promote a range of alternative health services for owners. Modified site content and navigation as range of services expanded.

References

Dr Tina Maguire C/o 12 Bloomsbury Court
Molecular Biologist Moggill, QLD 4070
University of Queensland (07) 3202 7607 – WORK
Personal Reference *t.maguire@uq.edu.au*

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