

Jane Doe's Portfolio

Data Entry Operator, Masson Health, November 2003 – Present

My role at Masson Health requires excellent communication skills. Data Entry Operators are on the front line of receiving and forwarding specimens and play a crucial role in communicating information between internal and external clients. This role also requires the ability to troubleshoot and find solutions to problems relating to specimen data on a daily basis.

During my time at Masson Health I have demonstrated leadership and initiative by creating new coding systems to reduce keystroke error.

In working with high volumes of confidential and potentially sensitive information, I have proven my ability to act ethically and responsibly in the workplace.

Customer Service Assistant, K Mart Broadway, 2003

As a Customer Service Assistant I developed excellent customer service skills and was promoted to Weekend Duty Manager.

I developed teamwork skills by working in a service team of eight people. I was responsible for handling cash, processing refunds and reconciliation of the daily float.

My frequent customer contact has given me exceptional interpersonal skills and the ability to quickly and confidently resolve any issues that may arise in a workday.

Year 12 Peer Support Leader, Chiswick High School, February 2002

As a Peer Support Leader, I was responsible for holding peer support meetings and helped run an orientation camp for grade 7 students entering high school.

I developed leadership and teamwork skills. I was responsible for leading a group of grade 7 students and worked within a team of Peer Support Leaders to coordinate orientation camp activities.

This role also enabled me to develop extensive oral and non-verbal communication skills by requiring me to build networks between people of different backgrounds and ages.

See attached for Certificate of Appreciation from Ms Shirley Peters, Orientation Coordinator.

Poster presentation, First Year Biology, University of Sydney, April 2003

In Biology 1001 I completed a group project which required the production and presentation of a poster that was titled: 'Blastocyst Development in Mammals'.

Working in this group project has given me the opportunity to demonstrate my interpersonal skills. Group projects require teamwork, delegation, leadership, the ability to make decisions, and build networks.

This project required extensive research and information management skills to gather and analyse information relevant to the topic.

Presenting the poster to an audience allowed me to develop both my written and oral communication skills.

The group was awarded a credit (72) for the poster presentation.

Computer Science Mentor, The University of Sydney, March 2004

During this time I worked as an assistant to a tutor, helping students with problems when the tutor was busy.

Working as a Computer Science Mentor gave me a sense of awareness and understanding for students struggling with IT literacy.

I was able to use my problem solving skills to address a range of problems and questions and further improve my interpersonal and communication skills.

See attached for a letter from Mr Chris Anderson, Tutor for Computer Science Fundamentals.

CHISWICK HIGH SCHOOL

*Certificate of Appreciation
Year 12 Peer Support Leader 2002*

to:

Jane Doe

Ms Shirley Peters
Orientation Coordinator

Mrs June Cummings
Principal

Mr Chris Anderson
Tutor, Computer Science
College of Sciences and
Technology
The University of Sydney
NSW 2006

TO WHOM THIS MAY CONCERN

Jane Doe has successfully participated in the 2004 Computer Science Mentor Program. She has demonstrated firm leadership and problem solving skills as a mentor to first year computer science students.

If you require any further information on this program please do not hesitate to contact me at the above address.

Yours faithfully,

Chris Anderson