

Personal Résumé - Marshall Roberts

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Since June 2005 I have operated as a private contractor – see www.mroffice.biz for details.

RELEVANT EMPLOYMENT

Mental Health Act Information System Project Officer | Department of Health and Human Services (DHHS)

August 2005 – February 2007

- Creation of project management documentation to Department of Premier & Cabinet standards.
- State-wide stakeholder consultation (clinicians, administrative staff, other government agencies, and non-government organisations).
- Business Analysis (including user consultation, translation of legislation to business rules, National Minimum Data Set requirements).
- Information Management Planning Study, as per prescribed Divisional standards.
- Requirements Specification.
- User Interface design.
- Vendor engagement/assessment.
- Visual Basic for Applications development.
- Testing.
- User documentation – manuals and training materials.
- Training.
- System Administration, including troubleshooting, support, database maintenance/SQL queries, and Active Directory user group maintenance.

The Employer:

DHHS is Tasmania's largest employer, with over 10,000 staff. Mental Health Services (MHS) is a Business Unit of the Community Health Services Group of DHHS.

The Project:

MHS required a state-wide database to manage their legal requirements under the *Mental Health Act 1996*, in respect to people who were involuntarily detained. This was a recommendation of an internal report and was part of the \$47M 'Bridging the Gap' project.

The system was implemented with .NET/Ajax web front end & SQL Server back end, and went live in September 2006.

Casual/Contract Software Tester / Technical Writer | Chaperone Software

February 2005 – August 2005

- Testing, general Quality Assurance, and co-ordination of testing documentation with an offsite developer.
- Design input.
- Documentation – user manual, sales flyer, PowerPoint presentation.

The Employer:

Chaperone Software (now Streamline Software) is a small Hobart company owned by the Managing Director of the better-known Hobart company, Axsys.

The Project:

The application was being made available as an Exonet Accounting Software module, and required full QA and user documentation (which was delivered in the form of a fully-indexed 100+ page Reference Guide).

Project Office Project Manager | IBA Health

March 2004 – February 2005

- Implementation of the company's Project Office, to track development and implementation projects involving 80 staff in 3 countries.
- Continuation of responsibilities from KCS (see next employment description).

The Employer:

IBA Health is an ASX-listed, Telstra-preferred supplier, focusing on health software for hospitals, GPs, community health, and aged care. At the time, IBA employed over 200 staff in Australia, New Zealand, and Singapore. Head office is in Sydney, with an international client base.

The Position:

IBA saw a need for a project office which would serve as a central reporting group for data on project progress as well as resource capacity, and as an internal project management consultancy for the development and implementation teams.

Research & Development Project Manager | KCS Integrated Software Solutions

August 2001 – March 2004

- Project Management of the Research & Development (R&D) Department for all stages of the Software Development Lifecycle (SDLC). Included liaison with, and managing deadlines for, analysts, developers, testers and third-party vendors.
- Business Analysis for software design – liaising with clients and third parties to establish requirements for new packages and enhancements to existing packages.
- Creation of SDLC documentation, including User Requirements, Technical Specifications, and Test Cases.
- Software testing, including architecture testing, transaction and database testing, integration testing, unit testing, regression and end-to-end testing, and use and maintenance of automated testing scripts. Sole responsibility for testing on some projects.
- Testing of customised Crystal Reports.
- Investigation and resolution of top-level Support incidents, involving liaison with clients, Client Services Department and developers.
- Training of new employees in the company's approach to the SDLC and, in particular, testing methodologies and tools.
- User documentation, including online help, and sole responsibility for timely production of release notes and pre/post installation tasks.

The Employer:

KCS was a Melbourne-based provider (30 employees) with a 30 year history. Its 20+ module suite shared a 2000+ table back end, with applications spanning health, welfare, housing, education, and finance.

KCS was acquired by IBA Health in March 2004.

The Position:

Involvement ranged through a progression of roles including support, documentation, testing, business analysis, and lastly, project management. Involvement included all stages of the SDLC, for entire-suite maintenance releases, including both client and web-based systems, together with interfaces to third-party applications.

Example Outputs

- Professionalism, work ethic, and high standards were recognised and acknowledged to the point that upon announcing I would be moving back to Tasmania from Victoria in March 2003, the Director of KCS asked that I would continue working for the company from a home office. Another three subsequent employers (including DHHS) have also approved this arrangement as viable, on a full or part time basis.
- Provision of demonstrably vital input into the QA of software from both inside, and outside of, the defined testing cycle. Testing ability was assessed in KCS performance review as “as good as anyone we’ve ever had”.
- Contributed the R&D content of a client-focussed monthly newsletter, specifically a series regarding the SDLC.
- Received praise from client contacts for professionalism and dedication to following up on issues raised.
- Creation, modification, and documentation of Internal Procedures, resulting in better and more accountable QA.
- Chosen to represent companies in conferences/workshops.
- Designed, coded, implemented, used and maintained various template-based VBA tools to improve efficiency and standardisation of project planning/tracking procedures. As a result, elements of KCS staff performance could be quantified for the first time.

SKILLS & ATTRIBUTES DEMONSTRATED

- Ability to think laterally, analytically and objectively.
- Attention to detail, balanced with a view of the bigger picture, enabling swift and incisive identification of risks, issues and problems, and potential improvements, in both micro and macro environments.
- Ability to quickly absorb system contexts, processes, and peculiarities, resulting in a very short lead-time in becoming familiar with system functionality.
- Excellent communication skills, including outstanding written expression.
- Willingness to suggest and champion change where required.
- Proactive approach to identifying and dealing with issues.
- Ability to prioritise and switch focus between tasks as required.
- Integrity, commitment to quality, and a willingness to go the extra mile.
- Ability to relate to clients amicably and productively.
- Ability to identify strengths and weaknesses in myself and in others, and to manage these elements.

EDUCATION & TRAINING / ACCREDITATION & AFFILIATION

- 2007: Member, Golden Key International Honour Society for academic merit (www.goldenkey.org).
- 2007: Accepted as a registered Documentation Specialist with TechWriter niche placement service (www.techwriter.com.au).
- 2006: Crystal Reports 10 Quick Start Workshop.
- 2004: Embarked on Bachelor of Arts, part-time correspondence via Deakin University. Achieved a Higher Distinction in all nine 1st, 2nd and 3rd year units studied to date (in Literary Studies, Sociology, and History).
- 2002: Completed CAE Basic Accounting course (refresher).

1991-1993: University of Tasmania (Bachelor of Science – incomplete).

1990: Matriculated at Hobart Matriculation College (Level III in each of Accounting, English Studies, English Literature, Mathematics, Biology, Chemistry).

VOLUNTARY ACTIVITIES & INTERESTS

2008-2009: Chairperson, School Association, Glen Huon Primary School.

2008-2009: Secretary, Judbury Growers' & Makers' Market Committee.

1994-2008: Sporting involvement has included:

- Captain of mixed touch football team.
- Indoor cricket (occasional captain).
- Outdoor cricket.
- Squash.

Past association with the Hobart and Huonville Tasmanian Salvation Army corps has included:

- Teaching "Christianity Explained" classes to small groups of voluntary attendees referred from the Salvation Army drug and alcohol rehabilitation program.
- Leading Youth Group.
- Assisting in an outreach program aimed at underprivileged children.
- Area leader' and/or volunteer collector for a number of Red Shield Appeals.

REFERENCES

Ms Barbara Ringeisen-Arnold

Mr David Gorr

Mr Basil Bourazikas

Ms Rita Brait

Mr Jason Ransley

Detail masked for internet publication – provided on request.