

Contact Details

Name:	Lyn Ryan
Address:	To be advised
Telephone:	Mobile: 0414 223 347
Email:	lyn@learningtext.com.au

Key Skills

I have approximately 25 year's experience in project work including experience in business and process analysis, project management, organisational change management, training needs analysis, training design, competency based training and assessment, training development and delivery, change management, systems testing, e-learning and technical and business writing, including the development of on-line help systems, computer based training and assessment.

Skills Matrix

The matrix below lists my skill set with sample projects where these skills were demonstrated.

Organisational change management	ME Bank Core Banking Change Project 2007 - 2008 I was the organisational change manager envisioning and directing multiple change programs across the bank.
Business Analysis	Toyota Money project 2006 – 2007 I was involved in the development of the total business solution for the creation of a start up bank, with the first product being a home loan.
Training Project Management	Lantau and Airport Railway project, MTRC, Hong Kong, 1996 - 1997 I managed a bi-lingual team of 15 developers and railway experts to develop the operating manuals / training for the Lantau & Airport Railway, Hong Kong.
Training Management	RAMS Home Loans Pty Ltd, 2005 I designed and managed the implementation of training for a new business process and new computer system for mortgage originators at RAMS.
System Useability Analysis	Energy Australia, 2000 – 2001 I reviewed the functionality of a number of computer systems, recommending changes to interfaces, functionality and the merging of systems.
Testing	IP Centrex project, Optus, 2004 I developed test scripts, tested the IP Centrex voice telephony features and telephone equipment and made recommendations on feature integrity, activation methods, codes and useability.
Training Needs Analysis	SAP Training Needs Analysis, United Energy, 1997 I completed an analysis of training needs and recommended training solutions to redress the gaps for various business groups at United Energy following the implementation of SAP.
Instructor-led Training Development	Westpac Call Centre training, 2001 - 2002 I developed a suite of instructor-led training materials for the various systems and pieces of equipment used by Westpac Call Centre staff.
Self-paced Training Development	Contractor training for the NAMS project, Energy Australia, 2003 I developed a package of system reference materials, self-paced training exercises and a CD-based training version of the NAMS system for external contractors.

Skills Matrix, Continued

Online Materials Training Development	IP Centrex project, Optus, 2004 I developed an interactive online training piece explaining the concepts of IP Centrex, Voice over IP, Virtual Private Networks and packet/circuit switching.
E-learning	ISIS project, P&O Ports, 2006 I developed over 500 screens of online assessment materials and software simulation using Knowledge Presenter for the ISIS project for P&O Ports.
Training Video Scripting	Workflow project, QBE, 2003 I developed a video script for a promotional video featuring the new system and its corporate benefits.
Technical Writing - Online Help	MoSes online help development, 2005 - 2006 I redesigned and redeveloped over 1200 topics of online help in XDK for Towers Perrin's financial forecasting software, MoSes.
Technical Writing - Paper-based	CASS project - Energy Australia, 2002 - 2003 I developed a paper-based user guide for the computer system used by Dispatchers to send out emergency staff to rectify electrical faults and outages.
Training Delivery	NAMS, CASS, MBS and Asbestos projects, Energy Australia 1998 - 2003 I delivered many training programs including train-the-trainer programs, and computer training programs for non-computer literate staff. All courses were used tailored training databases for user practice.
Business Process Re-engineering	NAMS project, Energy Australia, 2000 - 2001 Along with a team of experts, I analysed existing business processes and re-developed business roles and processes following the introduction of computer based record keeping.

Client List

I have worked for Broadcast Australia, ING Direct, Uniting Financial Services, Members Equity Bank, Toyota Finance Australia, P&O Ports, Towers Perrin Tillinghast, RAMS Home Loans, Optus, MLC Insurance, QBE Insurance, Energy Australia, Westpac, United Energy, ANZ Bank, Tactics, Mass Transit Railway Corporation (MTRC) Hong Kong, Digitron Malaysia, TAFE, Applied Learning, Australian Eagle, Royal Insurance, Telecom Australia and the State Bank Victoria.

Technology Skills**Software Tools**

- I have excellent skills in Windows and all Microsoft Office programs, particularly Word.
- I am skilled in a range of graphics programs, including iGrafx, Corel Draw, Micrografx, Visio, Paintshop Pro and Adobe Photoshop. I also use digital photography in many aspects of my work.
- I am skilled in using HTML and in using web development software such as Microsoft FrontPage.
- I have used many authoring and e-learning packages including Phoenix, Unison, Authorware, HDK, XDK and Knowledge Presenter.

Project Platforms/Environments

I have worked with systems across a wide variety of software platforms including PC based, network based and mainframe-based systems. I have used Siebel CRM, SAP, Lotus Notes databases, SQL-based in house developed systems and Oracle database systems.

Education and Qualifications

Copies of all educational results and qualifications can be forwarded on request.

- Bachelor of Arts, completed 1983, Monash University.
- Diploma of Education, completed 1984, Monash University.
- I began a Masters of Educational Studies at Monash, but deferred before leaving for Hong Kong.

Accreditation and Training

I am a registered secondary and technical teacher in Victoria. I have completed a number of professional training programs including Developing Procedures, Policies and Documentation (Information Mapping®), Developing Online Documentation, Relationship Selling, Using HTML, HDK (Advanced), and Corel Draw.

Detailed Employment History

The following is a detailed history of my professional employment.

Dates:	March 2012 - Nov 2012
Client:	Broadcast Australia
Role Performed:	Senior Process Analyst
Responsibilities:	<p>I was a senior member of a team implementing a new asset management system. This was a catalyst to the re-engineering of a number of business processes and roles within the company. I was responsible for:</p> <ul style="list-style-type: none"> ▪ analysis and documentation of new processes, including process flow diagrams ▪ consulting with senior stakeholders, and ▪ the development of training strategy.
Dates:	November 2010 - Feb 2012
Client:	Westpac
Role Performed:	Process Analyst / Business Analyst
Responsibilities:	<p>I performed a variety of business analyst and process analyst roles on the rollout of the new teller platform across Australia including:</p> <ul style="list-style-type: none"> ▪ development of process maps for all teller processes ▪ analysis and mapping of Anti-Money Laundering (AML) processes ▪ quality audit of all project collateral ▪ development of strategic change management plans for the project, and ▪ support for implementation of various project phases.
Dates:	October 10 - November 10
Client:	Railcorp
Role Performed:	Professional Writer
Responsibilities:	Working with a graphic designer, I wrote a strategy paper for Railcorp to be presented to NSW cabinet about CountryLink upgrades to rolling stock.

Detailed Employment History, Continued

Dates:	March 2010 - October 2010
Client:	Qantas Engineering
Role Performed:	Analyst and Instructional Designer
Responsibilities:	I worked as an instructional designer on the implementation of Maintenix for Project Marlin. This software controls the maintenance, supply and logistics for the Qantas fleet. During this time I worked closely with the Holocentric process modelling tool, and developed a structure and model for developing training materials using the modelling tool.
Dates:	February 2010 - April 2010
Client:	Caritas
Role Performed:	Analyst and Writer (part time)
Responsibilities:	I developed and documented Agency Wide Emergency Response Procedures for Caritas, a Catholic Non-Government Organisation.
Dates:	January 2010 - February 2010
Client:	Toyota Financial Services
Role Performed:	Analyst
Responsibilities:	I developed a proposal for the development and implementation of training for end users of the Miles project, a software application designed to manage Toyota's fleet cars.
Dates:	September 2009 - November 2009
Client:	Uniting Financial Services
Role Performed:	Test Analyst
Responsibilities:	I worked on the testing team to implement BPAY and a new BSB for Uniting Financial Services, the financial arm of the Uniting Church.
Dates:	June 2009 - September 2009
Client:	Perpetual
Role Performed:	Instructional Designer
Responsibilities:	I was engaged to assist with the rollout of a Salesforce implementation, developing training materials and delivering training across Australia.
Dates:	August 2008 - October 2008
Client:	ING Direct
Role Performed:	Analyst
Responsibilities:	I was engaged to develop a solution description for a new transactional product to be launched by ING Direct. The detailed solution description was to be used as basis for business readiness testing and procedure development.
Dates:	July 2008 - August 2008
Client:	Uniting Financial Services (UFS)
Role Performed:	Analyst
Responsibilities:	This was a brief project to develop a framework and structure for the development of operational procedures.

Detailed Employment History, Continued

Dates:	July 2007 – June 2008
Client:	Members Equity Bank
Role Performed:	Organisational Change Manager for Core Banking Change Program
Responsibilities:	Commissioned by ME Bank, I was one of a team of three people who consulted to the CEO and CIO, envisaged major core banking projects, scoped change, planned and mobilised strategic change projects.
Dates:	September 2006 – June 2007
Client:	Toyota Finance Australia
Role Performed:	Business and Training Analyst
Responsibilities:	Develop a total solution for the banking operations team, including staff recruitment and training, develop business procedures, test the software solution, develop user guides for the computer system and implement the solution, providing support and guidance to the operations team post 'go-live'.
Dates:	April 06 – September 2006
Client:	P&O Ports
Role Performed:	Instructional Designer
Responsibilities:	<ul style="list-style-type: none"> ▪ Write paper-based instructor-led training modules for ISIS, a stevedoring system managing logistics and billing, for international release. ▪ Design and code e-learning assessment materials for system simulations.
Dates:	September 2005 – April 2006
Employer:	Towers Perrin Tillinghast
Role Performed:	Documentation Manager
Responsibilities:	<ul style="list-style-type: none"> ▪ Design and develop a HTML-based online help system for proprietary software, MoSes, used for actuarial modelling and financial forecasting. ▪ Manage the delivery of documentation across the company for international release, including release notes, user guides and training materials. ▪ Provide strategic consulting about documentation and user support.
Dates:	February 2005 – June 2005
Client:	RAMS Home Loans Pty Ltd
Role Performed:	Training Manager
Responsibilities:	<ul style="list-style-type: none"> ▪ Design, develop and implement a training program for a pilot loan origination team. This included systems training, credit and customer service training. ▪ Manage other trainers.
Dates:	March 2004 - October 2004
Client:	Optus Business
Role Performed:	Instructional Designer/Trainer
Responsibilities:	<ul style="list-style-type: none"> ▪ Design and develop online training for IP Centrex and VOIP products. ▪ Analyse existing business processes and develop training for service activation, service assurance and billing for IP Centrex. ▪ Test the IP Centrex network, system features and equipment. Make recommendations about system feature integrity, useability and packaging. ▪ Develop IP Centrex telephone user guides and an IP Centrex Feature Guide.

Detailed Employment History, Continued

Dates:	January 2004 - February 2004
Client:	MLC
Role Performed:	Instructional Designer/Trainer
Responsibilities:	Design and develop training for the training mandated by the Enforced Undertaking issued by ASIC to the NAB group of companies.
Dates:	August 2003 - November 2003
Client:	QBE Insurance
Role Performed:	Instructional Designer/Trainer/Technical Writer
Responsibilities:	<ul style="list-style-type: none"> ▪ Develop an online user guide, case studies and other training materials. ▪ Design and script a multi-media video for the new system. ▪ Test and report on system bugs, useability and system logic.
Dates:	May 2002 - June 2003
Client:	Energy Australia
Role Performed:	Instructional Designer/Trainer/Technical Writer
Responsibilities:	<ul style="list-style-type: none"> ▪ Develop and deliver training on business processes and Business Objects. ▪ Develop a self-paced training package for NAMS for external contractors. ▪ Design and deliver training on the Asbestos Location database, accreditation of Safe Work Practices for High Voltage Switching for electrical staff, CASS and Mobile Data Terminals.
Dates:	April 2001 - February 2002
Client:	Westpac Banking Corporation, various divisions
Role Performed:	Instructional Designer
Responsibilities:	<p>Change management consulting and training materials development including:</p> <ul style="list-style-type: none"> ▪ Westpac banking product training developed in response to recent changes in Financial Services Reform (FSR) legislation ▪ Siebel CRM package for financial advisors, and ▪ system-based training for new staff for Westpac Call Centres.
Dates:	March 2000 - March 2001
Client:	Energy Australia, Network Division
Role Performed:	Training Strategist
Responsibilities:	Develop change management strategies for information systems within Energy Australia, provide advice on training strategies, complete business analysis and process re-engineering, document business processes, critique systems on useability and develop user documentation and training.
Dates:	May 1999 - March 2000
Client:	Energy Australia, Network Division
Role Performed:	Trainer/Technical Writer
Responsibilities:	Develop online documentation using HDK and Winhelp 4 for the Network Billing System (NBS). Develop and deliver training programs.

Detailed Employment History, Continued

Dates:	January 1998 - April 1999
Client:	Energy Australia, Network Division
Role Performed:	Trainer/Technical Writer
Responsibilities:	<ul style="list-style-type: none"> ▪ Develop comprehensive paper-based reference documentation for the Network Asset Management System (NAMS). ▪ Develop training materials and deliver training courses for NAMS users. ▪ Assist in implementation and the change management process. ▪ Advise on user interface requirements for the system.
Dates:	September 1997 - January 1998
Clients:	<ul style="list-style-type: none"> ▪ United Energy ▪ ANZ Bank, Human Resources Department
Role Performed:	Project Manager
Responsibilities:	<ul style="list-style-type: none"> ▪ Develop a needs analysis for SAP training for United Energy. ▪ Interview/hire staff and resource projects in the Tactics Melbourne office. ▪ Manage projects, and ensure the quality of all materials developed. ▪ Manage budgets, timelines, projects and client relationships.
Dates:	June 1997 - September 1997
Clients:	Digitron, Kuala Lumpur, Malaysia
Role Performed:	Project Manager/Developer
Responsibilities:	Manage and develop paper-based documentation for proprietary warehouse management software for international release.
Employer:	TACTICS Consulting, Hong Kong
Dates:	February 1996 - June 1997
Clients:	Mass Transit Railway Corporation, Lantau and Airport Railway (LAR) project
Role Performed:	Project Manager, LAR Documentation
About the Project:	This was a HK\$9 million project to develop and document the operational procedures for the new Lantau and Airport Railway. I managed a bi-lingual team of about 15 operations experts, trainers and writers. I controlled the whole process of procedure development, with reference to railway hazard mitigation, training development and documentation.
Responsibilities:	<ul style="list-style-type: none"> ▪ Interview, recruit and train all project staff. ▪ Ensure the quality of the final product. ▪ Facilitate of the work of the whole team. ▪ Develop ISO 9000 based project procedures. ▪ Plan the project, forecast workflow, develop work priorities and schedules. ▪ Track and report project progress.
Employer:	TACTICS Consulting, Hong Kong
Dates:	February 1995 - February 1996
Clients:	Mass Transit Railway Corporation, Operating Department
Role Performed:	Senior Consultant
Responsibilities:	<ul style="list-style-type: none"> ▪ Develop operating manuals for all aspects of the railway. ▪ Train and support of new team members. ▪ Assist with project management responsibilities.

Detailed Employment History, Continued

Employer:	Outer Eastern College of TAFE, Victoria
Dates:	April 1992 - January 1995
Client:	Dupont and various internal clients
Role Performed:	Instructional Designer / Curriculum Unit Manager
Responsibilities:	<ul style="list-style-type: none"> ▪ Develop open learning and flexible delivery educational programs. ▪ Research and recommend open learning and flexible delivery technologies. ▪ Manage the Curriculum Unit staff and budgets. ▪ Write proposals, scope projects and initiate projects within the College. ▪ Forecast and plan for the work of the Curriculum Unit for the coming year.
Employer:	Outer Eastern College of TAFE, Victoria
Dates:	1993 – 1994
Client:	ACTRAC
Role Performed:	Project Manager, National Information Technology Curriculum Project
About the Project:	This national project aimed to develop common curriculum assessment tools and awards in computing for TAFE nationally. The project took over a year to complete, and comprised a project team of more than 50 members across Australia and had a budget of approximately A\$500,000. The project was successfully completed on time and on budget in 1994.
Responsibilities	<ul style="list-style-type: none"> ▪ Manage publicly audited project funds. ▪ Ensure the successful completion of the project on time and within budget. ▪ Recruit, train and manage all project staff.
Dates:	April 1988 - April 1992
Clients:	Various clients including Telecom Australia, BHP, Nissan, Australian Eagle Insurance, Royal Insurance, Australia Post, State Bank Victoria and ANZ Bank.
Role Performed:	Senior Instructional Designer
Responsibilities:	<ul style="list-style-type: none"> ▪ Design, develop and manage training projects in a variety of media, including computer-based training, for large mainframe systems. ▪ Conduct training needs analyses and training programs for clients. ▪ Implement training programs in client organisations. ▪ Provide sales support to account managers.

Work experience 1985 - 1992

During the years 1986 - 1988 I travelled throughout the United Kingdom and Europe, working and studying part time. Immediately after graduation, I was employed as a secondary school teacher at Pakenham Secondary School, Victoria, in the years 1985 - 1986. I taught English and History to years 7, 8 and 9. While studying, I worked in a part time position for 4 years as a Ward Assistant at Caulfield Hospital. I also worked in a clerical position at Streets Ice Cream manufacturing plant in 1983.

Interests

I am interested in all forms of the visual and performing arts, including movies, painting, photography, drawing and ceramics. I enjoy music, reading, swimming, walking and cooking. I love travelling and enjoy meeting people from different cultures. I enjoy learning new skills and complete many part time courses in diverse areas including Jungian psychology, film, art, music, meditation, philosophy and landscape gardening. I am very interested in personal development, particularly in art therapy.