

Sharron Lee Todd

Resumé

PERSONAL DETAILS

Name: Sharron Lee Todd

Address: 82 Lloyds Rd.
Pillar Valley NSW 2462

Postal Address: PO Box 1266
Grafton NSW 2460

Telephone: (02)6644-8276 (H)
0417 253 113 (M)

Email: sltodd@bigpond.com (H)
celebrant@sharron.com.au(H)

Website: www.sharron.com.au

Date of Birth: 23rd March 1956

Drivers License: 'C' class



EDUCATION

Financial Services Certificate	Institute of Financial Services	1988
Associate Diploma Financial Services	Institute of Financial Services	1989
Financial Planning & Securities Dealing Certificate	Institute of Financial Services	1990
Civil Marriage Celebrant Course of Study CHCMEL401A	Academy of Celebrancy Aust	2009

FURTHER TRAINING COMPLETED

Management Development	St. George Bank	1990
Superannuation Certificate	ASX Investment Training College	1994
Diploma Financial Planning 1	Deakin University	1998
Self Employed Lending workshop 1	St. George Bank	1999
Federal Privacy Act 2000 (Private Sector)	St. George Bank	2000
Self Employed Lending workshop 2	St. George Bank	2001
Occupational Health & Safety	illuminate Corporate Training	2004
Financial Services Reform Act Tier 2 Deposits	St. George Bank	2004
Financial Services Reform Act Tier 2 Insurance	St. George Bank	2004
Compliance Pack includes: UCCC, Privacy Act, Compliance Essentials, Standards & Guidelines	MIAA	2006
Anti Money Laundering & Counter Terrorism Act	MFAA	2007
Understanding Equity Release Plans	MFAA	2008
Approved Civil Celebrancy Training Course	Academy of Celebrancy Aust.	2009
Approved Civil Marriage Celebrant Training Course	Academy of Celebrancy Aust.	2009

QUALIFICATIONS

Justice of the Peace (renewed 2007)	NSW State Attorney-General	1987
Police Records Check (child supervision)	NSW Police Department	2005
Police Records Check (mortgage broking)	NSW Police Department	2006
Civil Marriage Celebrant	Federal Attorney-General Dept	2010

RECENT EMPLOYMENT HISTORY

Greater Building Society Ltd	Branch Supervisor, Grafton	2008-Present
Clarence Valley Financial Solutions	Partner/Mortgage Broker, Grafton	2006-2008
Clarence Valley Business Enterprise Centre	Centre Manager, Grafton	2004-2005
St. George Bank Ltd	Lending Manager, Grafton	1998-2004
	Branch Manager, Grafton	1992-1998
Advance Bank	Business Lending Manager, Grafton	1992-1992
St. George Building Society	Branch Manager, Hornsby	1990-1992
	Office Manager, Chatswood	1989-1990
	Senior Branch Assistant, Hornsby	1987-1989
	Branch Assistant, St. Ives	1986-1987

For the eleven years prior to 1986 I was employed in the hospitality industry, this was my introduction to customer service excellence. After gaining experience at leading Sydney hotels, business clubs and restaurants I proudly held the position of Maitre d'e Hôtel at several of Sydney's leading restaurants, including the four star silver service restaurant at Sydney's famous Carlton Rex Hotel. This restaurant provided the highest possible dining and service standards. In restaurants of this classification customer service has a long tradition and is considered an essential part of the hotel craft. I was trained by experts to provide excellent customer service and I maintain these standards and commitments today.

I joined St George Building Society in March, 1986 as a Branch Assistant. After ten months I was promoted to Senior Branch Assistant at Hornsby, one of the busiest metropolitan branches. I directly supervised eleven staff and rostered a total of eighteen staff to cover extended trading hours. Within two years I was promoted to Office Manager at the Chatswood 2 branch, responsible for branch operations and achieving lending targets. I was promoted to Branch Manager within 12 months and returned to Hornsby 2, where I facilitated a smooth amalgamation of State Building Society staff with St. George staff and systems. St George Bank is a result focused financial institution. Results are evaluated using a target system which analyses business volume, growth, retention and client satisfaction. I am proud of my record in consistently achieving these targets. I am a confident and effective marketer. I have interviewed, evaluated, advised and counselled clients for many years and consider myself to be a skilled interviewer. The Branch Manager positions required me to manage a large number of staff, I was responsible for all staff aspects including rostering, training and mentoring, cash handling, security, audit, compliance, staff targets and appraisals. I have twenty one years extensive experience in residential lending, which I find a most rewarding aspect of my career.

From November 2004 to March 2006 I held the position of Centre Manager at the Clarence Valley Business Enterprise Centre (BEC). This position alternated between voluntary & fully paid depending upon funding. The BEC is a not for profit organisation which provides advice and support for existing, proposed and new businesses. The BEC operated the Enterprise Park, a small business incubator at South Grafton and the Clarence Valley Business Centre in Queen St, Grafton. The position required me to liaise with local, state and federal government departments and authorities. I have a knowledge of employment incentives and grant procedure.

In July 2006 I joined Clarence Valley Financial Solutions (CVFS) as a partner. CVFS is a Grafton based mortgage broker. CVFS holds the franchise for Elders Home Loans covering the area from Taree to Yamba. I held accreditation with all the major lenders who have broker divisions and with many minor and specialist lenders. I have a broad current knowledge of the Australian lending market.

In October 2008 I was appointed Branch Supervisor at the Greater Building Society Grafton, my duties here include general banking duties, staff supervision and residential lending.

I consider myself to be a customer service professional with expertise in sales, management, hospitality, finance and small business.

In 1992 my husband and I moved from Sydney to Pillar Valley where we have built a home & developed our property. I enjoy living in the Clarence Valley and visiting surrounding areas. I derive pleasure from the natural environment here, particularly the forests and beaches and spend time appreciating the diversity of flora, fauna and landscape. During our time here I have developed strong business and social connections. I appreciate the value of a strong diverse professional network.

PERSONAL QUALITIES

- ★ Highly motivated
- ★ Self starter
- ★ Diligent
- ★ Meet targets
- ★ Accept challenges
- ★ Accept responsibility
- ★ Organised & thorough
- ★ Realistic & practical
- ★ Work well with staff and management
- ★ Ethical
- ★ Honest
- ★ Respectful
- ★ Time, resource and project management skills
- ★ Meet deadlines
- ★ Tolerant
- ★ Compassionate
- ★ Ability to communicate with people of all ages & backgrounds
- ★ Polite

INTERESTS & LEISURE ACTIVITIES

- ★ Public Speaking
- ★ Community Service
- ★ Bush walking
- ★ Current Affairs
- ★ Gardening
- ★ Local Affairs
- ★ Music
- ★ Pets and Animals
- ★ Reading
- ★ Native Flora & Fauna
- ★ Food & Wine
- ★ Cycling
- ★ Low Impact Gymnasium Resistance Training
- ★ Equities Trading

SKILLS

- ★ Management
- ★ Staff Supervision
- ★ Computer Experience
- ★ Customer Service
- ★ Cash Handling
- ★ Understanding of Balance Sheets
- ★ Loan Application Assessment
- ★ Knowledge of Local Area
- ★ Knowledge of Local Business
- ★ Project Management
- ★ Budget Advice

COMMUNITY ACTIVITIES

Rotary

- ★ Past Member Grafton Midday Rotary Club
- ★ Past President
- ★ Paul Harris Fellow
- ★ District Media Committee
- ★ Vocational Director
- ★ Bulletin Editor
- ★ Annual SIB Camp
- ★ Annual Charity Auction
- ★ Alumny Creek Beautification Project

Grafton Business After Hours

- ★ Founder
- ★ Organiser

Business Enterprise Centre

- ★ Past Board Member
- ★ Volunteer consultant & adviser

2006 Women's Gathering

- ★ Facilitator & Organiser
- ★ Committee Member
- ★ IT CoOrdinator

Clarence Valley Women Inc.

- ★ Board Member 2005-2007
- ★ 'Girl \$avvy' Committee Member
- ★ Organiser International Womens Day luncheon

Grafton Networking Breakfast

- ★ Founder
- ★ Organiser
- ★ Chairperson

Clarence Ahead

- ★ Supporter & regular attendee

Australia Day Awards

- ★ Citizen of the Year Nominee 2007

Networking the Clarence

- ★ Supporter and attendee of recent inaugural function

I have a deep personal commitment to community work & I have been active in this area for many years. My pet project was the annual Rotary SIB camp, which I arranged for six years. The camp allows siblings of children with disabilities a respite weekend at Yamba Surf Life Saving Club. This is a joint project with Northcott and DADHC. Supported by local businesses & Yamba SLSC.

In 2004 I recognised a need for a regular business networking group. With help from Grafton Midday Rotary and Chamber of Commerce I initiated Grafton Business After Hours and went on to arrange ten successful functions. The events attracted large numbers & diverse representation from business, the three levels of government & community groups.

I have developed a personal relational database with details of over 1300 local businesses. I have found this data to be an invaluable marketing and organisation tool. I use the database to issue personalised invitations, mail outs and to record results, contact & attendance.

In 2007 I initiated and organised the Grafton Networking Breakfast Group, this group meets fortnightly to promote business activities within the group. Interest in membership greatly exceeds the capacity of our venue. I have been the Chairperson of this successful group since it was formed two years ago.

I have recently been authorised by the Federal Attorney-Generals Department as an Australian Civil Marriage Celebrant. This delightful duty has given me much pleasure and allowed me opportunities to expanding my friends and contacts within the Clarence Valley. Further information about my celebrant activities can be found at <http://www.sharron.com.au>

Thank you for taking the time to read my resume the latest version may be read or downloaded at www.sharron.com.au/resume.pdf

Some of my certificates and achievements can be viewed at www.sharron.com.au/certificates.pdf

