

SUSAN HEFREN

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FIELDS OF EXPERTISE

- Life and Business Coaching
 - Personal Development
 - Coach Training
 - Communication
 - Business Administration
 - Computing – MYOB, Microsoft Office Suite, Adobe CS6 Suite, WordPress
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PROFESSIONAL EXPERIENCE

Frazer Holmes & Associates

Chief Operating Officer

August 2014 – current

This position involves managing the company's day-to-day operations and assisting the CEO to ensure the strategic intent and strategic plan are implemented. It includes oversight of finances, budgeting, admin, HR, business processes, measurement of achievement to goals, production, IT and other supportive technology, as well as delivery of coach training, supervision and coaching.

Regional Supervisor

August 2012 – 2013

This position involved the supervision of 10+ coaches in the Canberra/South coast and Melbourne regions including training and mentoring of coaches (conference calls, mentored triads, marking student assessments etc.) and the coordination of coach placements in the employment services sector. I also provided life coaching services to long term unemployed clients in employment agencies and coach both private and business clients.

Training Assistant

November 2011 – August 2012

Responsible for marking student assessment tasks for trainee coaches, tracking progress, providing feedback to students and progress reports to the trainers.

Life Coach

August 2011 – August 2012

Provision of life coaching services to long term unemployed clients in employment agencies delivering the H.O.P.E & POWER life coaching programs to help clients discover what they really want in life and equip them with a range of life skills and strategies to increase their capacity for re-engagement in the work force.

Administration & Accounts

March 2012 - 2013

Responsibilities include accounts receivable and payable, payroll, budgeting, general office administration as well as communication and liaison with contract coaches.

Storm Harvest Inc.**Executive Assistant**

March 2009 – Current

Responsibilities include the provision of executive support to the General Manager, accounts receivable and payable, payroll, inventory control, printing and production and general office administration.

Smartfix Automotive**Administration & Accounts Manager**

June 2000 – October 2008

Provided the administrative and business management support for our own Automotive Mechanical Repair business which we grew from a single mechanic workshop to five mechanics with an annual turnover of \$450K. Key functions of this position included business planning, marketing, business administration, budgeting, accounts management and payroll. Key achievements included winning five consecutive Southlake Business Excellence awards (2001 – 2006) for trades and related services.

Gosford City Council**Sustainability Officer**

November 1998 – March 2000

The two core responsibilities of this position were the development and implementation of an Environmental Management System for the whole of Council in accordance with ISO 14001 and the preparation of the Annual State of the Environment Report.

Acting Environmental Engineer/Planner

May 1997 - July 1997

Responsible for the management of the coastline, waterways and catchments of Gosford City including the preparation, supervision and implementation of Environmental Plans of Management and coordination and facilitation of the relevant management committees.

Environment Officer

February 1995 – November 1998

Provision of specialist environmental advice to Council and the community regarding a diversity of issues. The assessment of development proposals and the preparation of environmental planning and management policies and guidelines for the protection, rehabilitation and management of the natural environment.

ACADEMIC QUALIFICATIONS

- Tertiary** The University of Newcastle, *Bachelor of Applied Science (Environmental Assessment and Management) (Honours)*
- Secondary** Avondale High School
Higher School Certificate, 1990
Tertiary Entrance Rank (TER): 97.35
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SCHOLARSHIPS & AWARDS

- 1993 Hunter Environmental Institute Undergraduate Scholarship (\$1000)
- 1990 Avondale High School Academic Excellence Award
- 1990 Avondale High School Citizenship Award
- 1989 Highly Commended - Hunter Valley Research Foundation School Competition (Year 11 Geography Project)
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INTERESTS & ACTIVITIES

- Community** President – Cootamundra Preschool Management Committee (2011 – 2013)
Canteen Treasurer – EA Southee Public School P&C (2010 – Current)
Board of Management – Storm Harvest (2009 – Current)
President – CVC Preschool Management Committee (2008)
Vice President – CVC Preschool Management Committee (2007)
CVC Preschool Management Committee (2006)
Member – Southlake Community Alliance (2003 – 2008)
Member – Southlake Business Chamber (2002 – 2008)
Various Positions – Youth & Church Leadership (1994 – 2000)