

Michelle Dunkerton C.V.

Personal Information

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Personal Strengths

Analysis Skills
Team Synergy
Commitment
Creativity
Customer Service
Written communication
Communication to technical and business groups
Results focused
Calmness under pressure
Integrity
Practical application of ideas
Desire to learn new skills
Ability to train and mentor
Empathy

Functional summary

Trygg og Sikker

Pack-house Assistant (current employment)

Locate and pack orders for safety equipment
Enter orders
Maintain general pack-house area

Inland Revenue Department

Developer / Administrator

Siebel eCase, case management
Pre-acquisition advice to project re mainframe systems case management capacity
Undertook training for administration and development of Siebel product
Advice to external tester on mainframe testing to test integration points with Siebel and mainframe
Advice to designers and external developers on legacy (mainframe) systems functionality and potential risk areas.

Tester / Systems Business Analyst

Mainframe case management system.

Maintenance and project testing

Project managed case management case ID lengthening project.

Help-desk queries and training for internal users

Unix System for tax agents to electronically file tax returns

Liaison with external software developers

Setting up and running external software developer test cases annually

Simple system admin tasks

Help-desk queries and training for external users (software developers and tax agents) and internal users (agent account managers and processing staff)

Team Leader

Services team while undergoing major transition from localised calls to call center including management of call center calls for country being routed to my team instead.

Debt team during restructure in which a third of the team was made redundant.

Investigator team of hard to manage people

Investigator team of new graduates.

Investigator

Legal interpretation

Decisions on what to investigate, which area of accounts to concentrate on, what questions to ask and application of the law

Work in the field at business locations around the region

Argue case law in formal written formats to support decisions made on tax positions

Consider penalty application including rate and type.

Services Officer

Training a team of new services staff

Tax Technical / Financial Decisions

Processing of range of tax types and duties

Legal interpretation

Answering tax questions face to face, over phone or written

Making referrals to Investigations staff

problem resolution including inter-departmental at an officer to officer level

Positions were in Wanganui, Porirua and Wellington district offices and in National Office.

Trainee Nurse

Trainee General Nurse, Hospital Based Training. Wanganui Base Hospital, NZ Wanganui

Education

- Fielding Agricultural High School
- Wanganui High School (School Certificate, University Entrance)

References

- Stuart Fitzpatrick BSM Manger IRD NZ
- Sharron McSweeney ASD Group Manager, IRD NZ

Volunteer experience

Teacher for a women's group:

Parenting and couples skills

Craft

Cooking

Teacher for various age groups, children and adults:

Scriptural studies

Teacher for Volunteers:

A 12 week course – principles of teaching

Maths Tutor for 15 year old

Private tuition for a neighbor in mathematics, her marks improved from around 30-40% to passing with 50-60% in tests.

Languages

English native speaker. Trained by IRD to train other employees in business writing (styles and grammar)

Norwegian learning norwegian. Currently taking courses with Folkeuniversitetet.

Know a range of greetings in various languages