Paul Ballard

Key Qualities	- Highly proficient in training and development of peers and subordinates. - Aptitude to review a work process and advance output and efficiency. - Exceptionally high work ethic with a desire to constantly learn and improve as demonstrated by commitment to external learning and development.

Professional Experience:

2020 - Current   City Of Sydney   Sydney
Ordinance Ranger
- Conducts investigations within the framework of specific legislation relevant to duties and powers of an Authorised Officer.
- Collecting and documenting evidence of non-compliance or illegal activities. This may include taking photographs, videos, samples, and notes, as well as interviewing witnesses and suspects.
- Issue notices, orders, infringements, warnings, or education as appropriate.
- Providing guidance and advice to individuals and businesses on how to comply with legal requirements and best practices.

Training Officer (Acting Role – 6months)
- Create complete induction program including presentations, induction manual, videos, and many other reference materials far surpassing any prior induction program within the Business Unit.

Ranger
- Ensure safety and fair access to parking and ensuring parking compliance based on legislation and infringement policy
- Performance evaluation matrix result in top 10% of officers in organisation

2014 - 2020   Jaycar Electronics   Sydney
Store Manager, Cluster Manager and Product Trainer
- Develop technical training material and deliver training to improve staff knowledge resulting in 20% increase in lines per transaction
- Recovered store with predicted 35% sales loss to over 20% growth for FY
- Reduce returns 12% to lowest level in region through produce training
- Store of the year award (FY 2017-2018)
- Recruit, train and develop various levels of staff within the business

2013   Centrix Solutions   Artarmon
Level 2 Support / Network Engineer
- Senior technician for 8 sites providing level 2 support & contract maintenance
- Help desk support and ticket resolution using Labtech and Connect Wise
- Configure & maintain Windows Server, Microsoft Exchange & Active Directory
- Migrate in house Exchange to Microsoft Office 365

2009 - 2012   ArrowsmithComputers.Com   Riverstone
Computer Technician / Network Administrator
- Reduced service times by 70% by utilising scripting and automation
- Reduced repair times by 40% through best practice methodology
- Install, configure & maintain Windows Server, SBS & Exchange environments
- Configure mobile business computing solutions for seamless remote access
- Perform level 1, 2 & 3 support and regular contract maintenance

2006 - 2009   Adelong Computing Group   Sydney
General Manager
- Increase sales by 80% within first financial year of employment by standardising retail approach after creating S.W.O.T. analysis and formulate business objectives, KPI's and performance appraisals of team
- Reduce outgoing expenditure 22% by better purchasing practices
- Prepare Work Place Agreements, Job Descriptions & other legal documents

Paul Ballard

| **(Experience Continued)** | **1994 – 2006** **Jaycar Electronics (12 Years)** **Silverwater** |

Area Manager – NSW   **2005 – 2006**
- o Increased sales 5% across 8 stores in district
- o Increased sales a further 8% by creating a complete store planogram
- o Writing instruction set & designing planogram of highest dollar category
- o Accountable for the growth of 8 stores and team of 60+ people
- o Increase brand awareness through participation in external shows
- o Perform GAP, SWOT & quality service audits on stores and correct issues
- o Write magazine copy for one product group for annual catalogue
- o Standardise computer listing of 20k items for faster point of sale experience
- o Creation of company operations & procedures manual

Parramatta Store Manager   **2005**
- o Increased sales 40% in two months, on reduced staffing levels by project managing for greatest dollar increase in least amount of time after S.W.O.T. analysis and staff training on sales / product

Sydney City Store Manager   **1998 – 2005**
- o Recruiting & training team to be problem solves, not just salespeople
- o Senior manager in NSW – acting as state manager for 2.5 years
- o Liaise with management to create the existing staff sales incentive system
- o Constant, consistent 10% growth over the 7 years of store management
- o Company highest store sales and highest personal sales in a day of trade
- o Highest dollars per square meter store in the company several years running

Bankstown, Gore Hill Store Manager   **1996 – 1997**
- o Stopped a 12 month consecutive loss to store reaching sales goals situation in 2 months through engaging team and remerchandising store
- o 28% growth in busy Christmas period

Retail Store Sales Person / Assistant Manager   **1994 – 1995**
- o Retail sales, merchandising, housekeeping, etc

| **Volunteer Experience:** | **2005 – Current** **Marine Rescue NSW** **Sydney** |

Unit Commander, Operations Officer, Master – (Cert III - Maritime Operations)
- o Secured grant funding for the replacement and acquisition of all life-saving equipment on two emergency response rescue boats, including defibrillators, first aid kits, and oxygen therapy supplies, along with creation of training kits.
- o Developed a comprehensive financial supporter document and successfully negotiated support packages with current sponsors.
- o Design, develop and deliver various courses and training packages
- o Perform assessments on competency-based VET training
- o Rostering for 140 unit volunteers
- o Reduce processes and duplication through streamlined electronic platforms
- o Develop and maintain all IT solutions including unit website.
- o Marine Rescue boat skipper in charge of volunteer development to handle life threatening situations through advanced scenario training including:
  - ♦ First Aid and Advanced Resuscitation
  - ♦ Safe Boat Handling and advanced seamanship skills
  - ♦ Weather, Marine Radar, Coastal Navigation, Marine Radio
  - ♦ Search & Rescue including plotting drift, establishing search area and recovery patterns

Paul Ballard

Education:

Advanced Diploma of Public Safety (Emergency Management)	**2025**	
CLET Training - Mermaid Waters, QLD		

Diploma of Investigations   **2025**
Churchill Education – Samford Village, QLD

Diploma of Government   **2022**
OPEC College – Belrose, NSW

Diploma of Retail Leadership   **2019**
SCA Australia – Surry Hills, NSW

Diploma of Leadership and Management   **2016**
GQ Australia - Sydney, NSW

Certificate IV – TAE40116 Training & Assessment   **2024**
Forsythes Training - Newcastle, NSW

Certificate IV – TAE40110 Training & Assessment Upgrade   **2019**
Forsythes Training P/L - Newcastle, NSW

Certificate IV – TAE40110 Training & Assessment   **2013**
Livingston Institute Of Vocational Training – Sydney, NSW

Certificate IV – TAA40104 Training & Assessment   **2009**
HBA Learning Centres – North Sydney, NSW

Certificate IV – Business Management (with Distinction)   **2003**
Sydney Institute of Technology – Ultimo, NSW

Microsoft (MCITP) - Enterprise Administrator   **2013**
70-640 Active Directory   *Certified*
70-642 Network Infrastructure   *Certified*
70-643 Applications Infrastructure   *Certified*
70-647 Enterprise Administrator   *Certified*
70-680 Windows 7 Configuring   *Certified*
70-169 Small Business Server 2011S Configuring   *Certified*

Certificate - Emergency Management   **2023**
Department of Premier and Cabinet Emergency Management

Certificate III – Maritime Operations – MED2   **2023**
Maritime and Safety Training – Gosford, NSW

Certificate III – Maritime Operations – Master 24   **2022**
Maritime and Safety Training – Gosford, NSW

Certificate III – Retail Supervision   **2006**
Gordon Institute of Technology – Geelong, VIC

Certificate III – Computer Network Administration   **1998**
Southern Sydney Institute of Technology – Lidcombe, NSW

Certificate II – Maritime Operations (Coxswain)   **2009**
Australian Volunteer Coast Guard – Drummoyne, NSW

Paul Ballard

Friedman Group Certificate – Retail Management Sydney, NSW		**1998**
Certificate – Comp-TIA Network+ Certification Cengage Education – Online		**2009**
Electrical Trade – Stage II Western Sydney Institute of Technology – Granville, NSW		**1994**
Certificate of Attainment – Security Installation Southern Sydney Institute of Technology – Lidcombe, NSW		**1998**
Higher School Certificate Marist Bros. High School – Westmead, NSW		**1992**
First Aid and Advanced Resuscitation Marine Rescue NSW – Cronulla, NSW		**2005-2023**

Personal Interest Courses		
	Barista Skills	**2013**
	Criminal Psychology	**2008**
	Investing in Property	**2008**
	Taking Better Photos	**2008**
	Photo-Shop CS3	**2008**
	Bookkeeping for Business	**2008**
	Small Business Server 2003	**2006**
	Web Design (Basic & Advanced)	**2006**
	Management & Supervision	**2005**
	Sales and Marketing	**2005**
	Finance Management	**2005**
	Networking (Small Office)	**2004**

Other Achievements:		
	Australian Not For Profit Technology Awards Finalist	**2025**
	Rotary Emergency Services "Officer of the Year" Finalist	**2018**
	Sydney Running Festival 42km Marathon	**2013**
	Rally School Driving	**2013**
	Shark Dive Extreme - Manly Oceanworld	**2010**
	NSW State Medal award recipient	**2009**
	1st place in NSW - Electrical trade – Stage I	**1994**

Personal Interests:	
	Volunteering, Marine Emergency Services, and all things nautical
	Cycling, running and personal fitness.
	Computers, I.T. and website design, Digital photography

Referees:		
	Mr Paul Preedy Team Leader - City of Sydney	*contact details are available on request*
	Mr Andrew Harding Fleet Manager - Marine Rescue NSW	*contact details are available on request*