

Oceanía

August 11 - Doing IT Around the World



Shasha - New Zealand: Sales Coordinator:
About My Career About Me



Interview with Shasha- Sales Coordinator: New Zealand

What do you do?

My journey in IT has only just begun... but what an exciting journey it has been thus far! I play a support role to a team of ICT sales professionals, championing process and helping drive our organisation's culture and agility to change. Also known as "the conscience", "the bee" and "calm centre of the universe", the role of a Gen-i sales coordinator is to assist our sales teams to deliver outcomes to our customers. Key responsibilities include coordinating sales campaigns and initiatives, business administration, sales reporting, event coordination, partaking ad hoc customer research projects and owning HR, business compliance and health & safety processes.

I believe the following traits have made me successful in my role:

Innovator * Identified and sought after for "out of the box" solutions, across a range of projects * An ad hoc ideas 'soundboard' contact point for peer, senior and executive members of the organization
* An integral link between Marketing and Sales teams
* Responsible for creating and managing an effective weekly e-newsletter with a high open rate (averaging 98% readership rate weekly) for the Enterprise & Trans Tasman Sales segment

Process Improvement Champion * Takes initiative when "gaps" are identified – stepped up as segment representative for Events, a database super-user, a support point for client liaison work, a vocal participant in direct, virtual and management team forums and pushing for affirmative response when internal processes do not reach desired outcomes
* A critical analyst of business process and ensuring administration is delivered to required standards especially in areas of financial management, sales database management, human resources, client hospitality events and corporate supplier / vendor relationship management.

Team Player, Builder & Leader

* Currently responsible for coordinating the BAU management of a high performing 13-member business solutions and enterprise solutions specialists team
* Previously experienced in coordinating a top-performing 10-member client managers and directors' team, focused on government, health and utilities clientele
* Responsible for improving team dynamics and championing culture across the segment through role model behavior and demonstrating an open "feedback-welcoming" attitude
* Built a team profile of peer sales coordinators by challenging, motivating and supporting each other through constructive dialogue, knowledge sharing and motivational team-building exercises
* Key support person in driving the Energy Verticals, comprising of members across Auckland, Wellington, North Island and South Island Regions Enterprise Sales
* Constantly learning through expanding my 'circle of influence' internally and externally – an active and passionate member of Women in Technology (WIT)
* A role model speaker to high school students at WIT Go IT! Day workshops

Change Catalyst * Assisting the lead on a key transformation project within the organization

* Responsible for coordinating key stakeholder relationships and driving communications and workshop facilitation throughout its transitioning stages – from concept design to project execution to developing around BAU processes.

Go to next page

Continued Interview with Shasha - Sales Coordinator: New Zealand

Describe a typical day at work

We have a Dynamic Workplace office environment in Gen-i which promotes a collaborative and communicative culture. Basically, we have transformed the office space from a fixed-desk environment into one whereby everyone is constantly roaming and hot-desking around people they would have only emailed or may not have met. For instance some days I may be sitting with a member of my team, and tomorrow maybe a vendor consultant or a sales manager from another team. So I would say a typical day at work starts by saying hello to a different person every morning which encourages an immediate openness to change. As a sales co-ordinator I have the important role of managing manager diaries so that they are able to meet with their teams regularly. If there are issues that need to be escalated and resolved quickly, my role is to manage people's times and bring them together as quickly as possible with all the documentation they need to reach a quick decision! I also run opportunities forecasting reports for my team and engage them to update information on our database system on a weekly basis. The data collected from this is relied upon across the business so it is important that our sales teams ensure the information is accurate for the delivery of marketing and strategic goals. This information is also the basis of my manager's monthly report which highlights internal business and customer priorities, technical engagement and customer relationship concerns. Sometimes I work from home. I realise this is the best work environment for me when I have quite a bit of administrative and planning tasks at hand. I've discovered a couple of days working from home every few weeks is actually a worthwhile investment - my energy level with the team is revived when I return to the office and sustains my focus and enthusiasm in my role. Essentially effective communication takes up a big portion in my role. Flagging relevant emails and reports, following up on team members on task deadlines and ensuring that everything falls into place and as planned for forums and customer events are some typical activities that form my day-to-day.

Any challenges?

Change is a constant in ICT, from technology to people, and that impacts everyone in the organisation. The challenge for a sales coordinator is realising how this impacts team morale and behaviour and learning how to lead oneself and a team to embrace these changes. People are emotive and react to change differently, so staying alert and positive, developing empathy for others and assisting people in transition will always be a main challenge for - I believe - anyone in Gen-i.

There is of course this popular age-old perception of sales people being "D"ivas - Demanding and even Devious... but I prefer to see sales people as Determined and Dedicated individuals! A sales coordinator needs to learn and re-learn how sales people tick. It's about working with and around people who are often under considerable pressure and not letting such factors impact personal morale and performance. The job definitely presents prioritisation as a challenge - I have discovered that in the world of sales EVERYTHING is urgent and EVERYTHING is important! You can't please everyone at the same time so being able to manage time and setting realistic expectations is a permanent challenge in this role.

[Return to images](#)

Significant achievements?

My first hands-on experience working on an RFP - we had less than 2 weeks to complete the bid to a \$250K CRM opportunity. I was tasked as MS Word guru - to collate everyone's input and format the entire document. It was a few late nights in the office and some personal time sacrifice... but we won! Yeah!!

Helping my manager lead a key customer service transformation programme within the business, quoted as the "no. 1 priority" by our CEO. I learnt so much about the organisation, the people, processes and politics - it was a maturing experience for me personally and professionally.

Seeing my manager and team members clinch SuperAchievers', an annual awards ceremony commemorating extraordinary sales achievement and team leadership in the business. They're off to Buenos Aires for being this year's winners - so yes, I'm expecting postcards!

Leading the Promotions team for an internal competition, the Telecom World of Recycled Art Awards. This was a competition aimed to promote green IT, incorporating environmental awareness in art and in conjunction with World Environment Day. I led the promotions and gained prize sponsorships for this event. We had 20 times as many entries as last year and I'm very proud of that!

[Go to next role model](#)

About Me Interview Shasha -Sales Coordinator New Zealand

What are 3 words that describe you?

Creative, Inquisitive and Ambitious.

What previous jobs have you had?

My first “real” job and entry into the world of ICT, fresh out of university was as a telephone sales & retention representative in the Telecom outbound customer contact centre over two years ago. I remember initially feeling that the role was possibly “not challenging enough” or a temporary situation until I find “something better”. However in fact, this role changed my life! It transformed the way I perceived huge corporate organisations and humbled me down to the basics of customer service and relationship management. I am eternally grateful to the people I worked with back then – there was a strong family-oriented culture and I have learnt so much from them.

I started in the consumer/ residential sector and moved onto the B2B / SME sector within eight months. This was truly a role that emphasised retention and customer service excellence. Imagine calling a customer and actually saying “Hello, I’m calling to thank you for your business and make sure you’re happy with our products and services and if there is anything I can do to help” and literally working through the issues the customer comes up with there and then! It definitely made me a better listener.

Moving into Gen-i since then was definitely a milestone in my career thus far. I wanted to pursue my sales career with the best people in ICT, and Gen-i was renowned for developing its people.

Apart from that, I’ve also worked previously as a personal assistant to a GM of AIA Singapore, a freelance magazine writer, an events assistant for a children’s theatre company, interned in a law firm, and part-time subscriptions telesales for Sunday Star Times and Sky TV.

What studies have you done?

I completed a Bachelor of Arts, majoring in Women’s Studies at the University of Auckland. In high school and junior college, I majored in Economics, English Literature and Mathematics and gained these for ‘A’ levels.

What do you enjoy the most?

The company culture, a great team environment which recognises and rewards its people and their passion for customers and the endless opportunities to develop my knowledge of ICT.

Funny experience?

Doing a photoshoot for our prestigious Sales Conference this year - my face was used and plastered on posters everywhere and one huge banner in Rotorua for two days!

Go to next page

What motivates you?

- People who live every day as if it was their last.
- People who challenge themselves and wake up desiring to make a difference.
- People with disabilities who triumph over the barriers day to day.
- Mothers.
- Helen Keller.
- Yoko Ono.
- People who care to listen

I have learnt that listening needs to be invested with a certain level of care and concern – if you don't feel when someone's talking to you, you've chosen not to learn.

Do you have hobbies?

I seem to have these insatiable creative urges 24/7 so even outside of work, I'm busy meeting people and exchanging ideas. I realise I love networking, organising events and getting people together so I've recently decided to start my very own events business called Stellar Productions on the side. It's currently me and a bunch of photography enthusiasts who organise parties on a freelance basis, so that keeps me busy and entertained.

I normally spend Sunday afternoons with friends and family, shopping, talking about fashion and current affairs over coffee. Sometimes I enjoy reading a good book or watching DVDs at home. I also have quiet moments when I blog or write poems.

What's cool about what you do?

At Gen-i, team leadership and personal development is encouraged as a way of being – so since day one, I set myself to make the most of my role and not let traditional standards confine my aspirations or ways I can contribute to make things better. I am constantly inspired by the energy, enthusiasm and dedication of the people I work with which in turn, inspire me to be better at what I do.

I get to be involved in some very cool sales initiatives such as participating in industry vertical forums, building collaborative relationships across the business in our Path to Customer initiatives and coordinating workshops with our key ICT partners Cisco, IBM, HP, Microsoft, Sun, Nortel and Datastor.

It doesn't hurt that huge perks come with the job – we get invites to some really cool parties, sponsored conference trips, exclusive seminars, gala functions and business luncheons, special film screenings and fashion shows!

What is your advice to other women?

As I've said before, my career in IT has only just begun but I would say: Do what you love and find opportunities to excel in them. The possibilities are endless in IT.

I'm also a firm believer that 'old school' reading can start you on a trailblazing track! Spend some time in the week to read. My manager recommended me to read this book called 'Fit In Stand Out – Mastering the FISO Factor' by Blythe McGarvie. I'm at Chapter Five at the moment and it's a really engaging book that talks about being an effective leader and learning the "yin and yang of corporate success". Read it.

[Return to images](#)

[Go to next role model](#)

Anju ~ Fijí:
Information
Specialist





About My Career About Me

Interview with Anju- Information Specialist/Chairwoman of Pacific Women: Fiji

What is a typical day like??

I don't believe that there is such a thing as a typical day for me. All days start and end the same. I always start and end my day by checking my emails and replying to all. I check that all my database systems are up and running and that no error has occurred anywhere. If there is, I resolve them.

Everything else in the day really does change on a day-to-day basis. It could be that I am working on one project or several projects at a time, swapping between each one when required. I could be doing requests for reports, training reports, doing presentations, developing and maintain the websites, reviewing and managing the Data information management system, learning new things (I am always learning), documenting, in meetings (although thankfully, not too often) or working with people that use the various database systems to find out what improvements can be made.

How far reaching is your work ?

I have made a difference to a few in the Pacific region – It depends on the extent to which future generations engage with ICT. The more I interact with young people, people with disabilities and women, the more far reaching my work has been. People will work with whatever technology is available - eventually - in order to encourage people to participate in ICT, we should have an open mind to everything. The more I learn from the people I work with, the better it feels.

Any challenges?

Challenging to work on 2 agendas at the same time. I work as an Information Specialist providing technical assistance to all 22 Pacific countries – also at the same time it requires time to manage the WIT network. It's not a disadvantage but I wish I had more time to dedicate myself to increasing women's, youth's participation in ICT..

What has been a funny experience?

I work for the Secretariat of the Pacific Community (SPC). One morning I get a call from this guy who starts telling me about his dog giving birth to puppies. He was sad and miserable over the phone because they were not eating or drinking milk. I tried to interrupt in between but he wouldn't stop. Continued telling me the whole story, then he finally paused and asked – is this SPCA (Society for the Prevention of Cruelty to Animals)? He realised that it was the wrong number after I told him that this is NOT SPCA but SPC.

Tell us about your community work

As the Chairwoman of Pacific Women and ICT (WIT) group, I also serve the interest of the internet community and continue to network with Pacific women, youths via email and chats to increase participation of women, youth, people with disabilities and the disadvantaged who are amongst the most neglected group in ICT..

What has been your BEST experience?

Attending ICT conferences and workshops and being able to interact with top notch people who have diverse knowledge in ICT.

[Go to next page](#)

Continued Interview with Anju- Information Specialist/Chairwoman of Pacific Women Fiji

How did you get started?

While I studied I was fortunate enough to gain employment as a Helpdesk Support Assistant and Student user assistant in the GIS lab. By the time I had completed my studies, I had 3 years information systems and GIS experience.

My first job after completing University was as a Research Assistant in the Secretariat of the Pacific Community. I had that role for 1.5 years before being promoted as an Information Specialist.

I have been lucky enough with my role as an Information Specialist, that I have been mentored by several people within the organisation who have been in the profession for quite a long time. The experience and knowledge that I have gained from working with the people in the ICT field has truly been invaluable.

What do you enjoy the most?

The best part of my job is the fast pace and variety of work. My position requires interacting with people, working with new technologies and training people in ICT.

I also love networking with people around the region, esp., young women who have great potential, youths and people with disabilities. I learn a lot from people with disabilities – I believe they are the ones who use the real technology – assistive technology.

What was your first day like?

Being told that I'll be working in a male dominated area. My first day at work was interesting. I was introduced to just one female staff who was a personal assistant to my boss. The rest were technical male staff. I was the only technical female staff. I loved it. During my interview I was asked whether or not I'd be able to work and handle being in a male dominated area.

What's cool?

I love that I am always learning. There is so much to my role. The role is challenging, but not overwhelming. It is something that I feel quite comfortable doing, without being complacent.

The days are never the same, and each system I work on is different to the last. The websites and databases that I design are also interesting. I love it.

The on-going networking I do with my colleagues in the Pacific is fantastic. I think being a chairwoman of the Pacific WIT group as well as having an ICT background is cool.

[Return to images](#)[Learn more about me](#)[Go to next role model](#)

About Me Interview Anju - Information Specialist/Chairwoman of Pacific Women: Fiji

What are 3 words that describe you?

Confident/Passionate, Dedicated, Humanitarian

What previous jobs have you had?

While studying, I was a Student User Assistant at the Information Technology Services in the University of the South Pacific. My job was to maintain the helpdesk knowledge base software and the main staff database systems to provide regular reports to IT Director. I provided ICT support to all staff and students on campus and was in-charge of training students and staff in USP using new ICT software at USP. I also evaluated effectiveness of existing systems and their use and identifying issues requiring management attention or action.

I was also employed as a GIS Assistant at the GIS Department (USP). My duties involved monitoring and training students in GIS using a range of GIS and graphical software to create maps and create and maintain a range of spatial data done either manually or digitally. I also assisted staff and students with finding and working with maps from the Geography Departments map library. My duties also involved assisting the GIS Director with a number of GIS projects using a number of GIS software such as MapInfo, ArcView, Idrisi and Erdas Imagine.

My first job after completing my Bachelor in Information Systems and GIS was as a Research Assistant in the Secretariat of the Pacific Community. I had that role for 1.5 years before being promoted as an Information Specialist

What qualities do you have that make you good at what you do?

I have great communication skills – I believe it is the most important skill to have for this role.

I talk to everyone within my organisation and external to the organisation (22 Pacific Island Countries that we provide technical assistance to – emailing and communicating via mailing lists). Being able to communicate well means that I am able to resolve problems faster, and that any improvements can be investigated thoroughly.

As well as having great communication skills, I also have good technical skills and it's a real advantage. Having an ICT background has been an advantage for me, especially when maintaining a database system and providing helpdesk support/training to all staff and training youths and women to use ICT.

Being able to help others through the use of ICT is something that I'm passionate about..

Go to next page

Continued About Me Interview with Anju - Information Specialist/Chairwoman of Pacific Women: Fiji

What studies have you done

I graduated with a Bachelor of Science degree at the University of the South Pacific, majoring in Information System/GIS and Geography.

I have a graduate certificate in Internet Governance from Diplo Foundation (online distance programme) in University of Malta and a certificate in ESRI ArcGIS, University of Hawaii.

I have a certificate in Gender Awareness and Knowledge Managment.

I am currently pursuing my Masters Degree in Governance and Development Studies at the University of the South Pacific.

Will you stay in technology?

I am very happy in my role as an ICT specialist and Chairwoman of Pacific Women and ICT working group. I think that once I have comfortably mastered the role, and the challenges are few and far between that my next move might be one that involves more leadership and management. The role that I have now suits me perfectly. The natural progression for me would be to become more senior in my role first, and for the projects I am involved in to be bigger and more on a global scale.

What motivates you?

My family motivates me. Responsibility and my ability to work hard to provide good results also motivate me.

In order to achieve the best results it is not sufficient to look just at your skills and attributes, it is also essential that your self analysis also takes you further.

What hobbies do you have?

I love to read and write about life in general. I love swimming, playing tennis, going movies and love to spend time with family and friends. I love learning about the different cultures – socialising and interacting/networking with people from diverse cultures is a hobby.

What is your advice to other women?

Go for it! ICT is a great career choice. Having a few years experience in ICT is essential but we shouldn't stop learning and adopting the new ICT era. In order to do the role well, you need to be confident in the skills that you have. Develop your communication and problem solving skills, keep abreast of new information and communication technologies, learn and document success stories.

[Return to images](#)

[Learn more about me](#)

[Go to next role model](#)



Kim - Australia: Entrepreneur
About My Career About Me



Interview with Kim - Marketing Executive: Australia

What do you do?

Global Sales & Marketing Manager for B-free Software
Business Development Executive for InfoBase Systems
Marketing & PR Executive for Project S.A.F.E - 'Securing A Females Environment'

Any challenges?

Managing competing priorities across my many projects and commitments.

Finding time to stop for 30 minutes each day to regenerate the mind

What do you enjoy the most?

Presenting a new theme or look to a client for the first time and they really love it.
Watching a campaign generate business and see a return
Planning, then executing interactive campaigns.

What have been your most significant achievements?

2008 Chair of the WiT Infotech Chapter
2008 S.A.F.E Ambassador
2007 Women in IT Calendar
2005 Ambassador for Women in technology
2005 Pearcey Award Nominee
2002 Outstanding innovation award – Austrade
1998 Black belt Instructor Tora Bushi~Do Karate
1996 Gladiators Fight Trainer series 1 & 2 Australia

What are the cool parts of what you do?

Travel to lots of amazing countries like China & the USA
Host events in great venues
See the latest technology before it is released
I have the latest equipment, mobile phones, laptops , gadgets.

What has been your BEST experience?

Creating then executing a global interactive marketing strategy. I am watching the business grow online almost overnight.

Go to next page

Continued Interview Kim- Marketing Executive: Australia

.What is a typical day like?

I spend most of my day preparing creative copy, brainstorming with colleagues and clients on marketing and business development ideas. Market research and analysis of pricing models and go to market strategies for software products.

In the evenings I am dealing with project teams across the world in the USA, UK and Germany. I am establishing an affiliates network and e-retailers network for B-free. This involves populating systems which deal with 80,000+ companies who sell and market their products online. I have been spending a lot of time understanding social networking and interactive marketing trends.

After hours I am often managing the media and communications strategies for the S.A.F.E Project. I am a qualified martial arts instructor and contribute IP, experience and knowledge to the SAFE program along with volunteer my time to this very worthwhile cause. SAFE is a practical program helping women, children & elderly protect themselves & create a safe place in their community. My key role at the moment is to market the "QUEST for one million SAFE women across Australia"... my time is spent developing the strategy for the education and awareness campaign through the media and online viral and social marketing channels. SAY NO TO VIOLENCE AGAINST WOMEN & CHILDREN.

Volunteer activity?

I also volunteer time to the Women in Technology Association Queensland. I have been a member of the board for 5 years now and this year was made Infotech Chapter Chair, a position I am delighted to hold. Most nights I have spend some time on WIT, either reviewing event and program information, promoting the activities, emailing information to government and industry to lobby support

What was your first day like?

The first job I ever had was working in a 2nd hand furniture store. I sneezed all day long with the dust.

I tried so many,many different odd jobs whilst I was growing up trying to save money to buy the things I wanted. I did not know what I wanted to do for a long time.

How far reaching?

I actively network with women organisations across the world.

[Return to images](#)

[Go to next role model](#)

About Me Interview Kim- Marketing Executive: Australia

What are 3 words that describe you?

Passionate, Enthusiastic & Dedicated.

What qualities do you have that make you good at what you do?

I study people. I am always watching and reading signs. I care about how comfortable people are around me. This makes it easier for people to want to do business with me.

I research extensively and never stop learning and reading what I can about every aspect of the industry.

I am a creative, out of the box thinker and can be very resourceful.

What motivates you?

New Technology.

My son and partner who support me in all my ventures

Opportunities to break a product into a new market.

Chance to earn top money doing what I love.

Hobbies?

New Technology, Travel,
Martial Arts, Adventure sports

Will you stay in technology?

I will continue to work with computers, maybe this position, maybe another. One of good things about my speciality is to have a wide field of action.

What has been a funny experience?

Being stranded and getting detoured to a small village in the middle of north west china, where the local police chief, mayor, businessman and local monk decided they would host an impromptu lunch for me. No proper toilet, all of us in one tiny room. A simple banquet for my partner & I with chickens at our feet in a run down cottage watching satellite TV. They had never seen a western woman before in this village and they thought I was lucky for them...even if they stared a lot...

After lunch we went to the local temple where they asked me to bless the coming years crops. We climbed to the top of this sacred place and performed a special ritual. It was one of the most unbelievable days in my life.

What is your advice to other women?

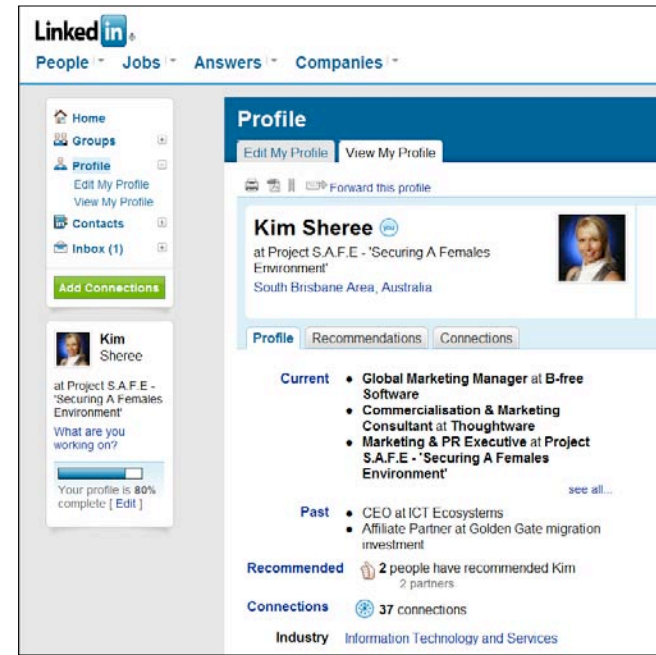
This industry offers diversity, creativity, opportunity, travel, lifestyle and friends. I love the industry and believe it offers many great career paths.

Go to next page

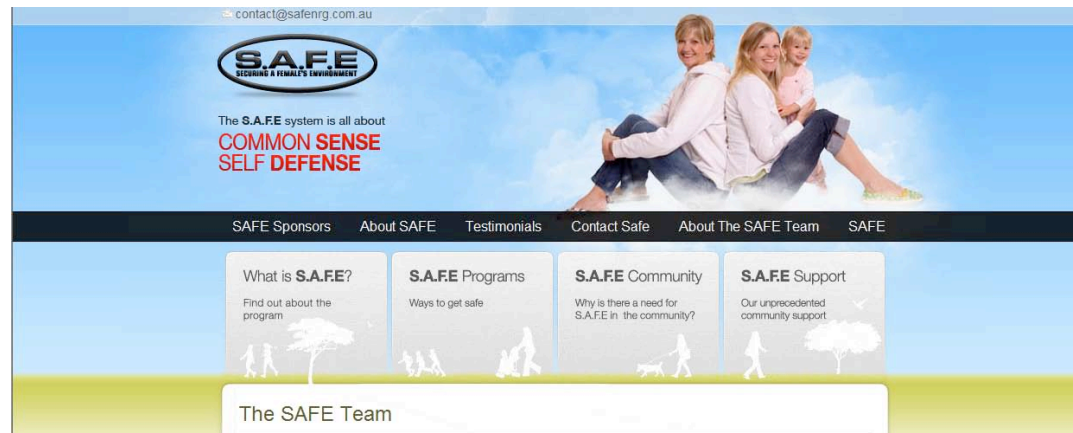
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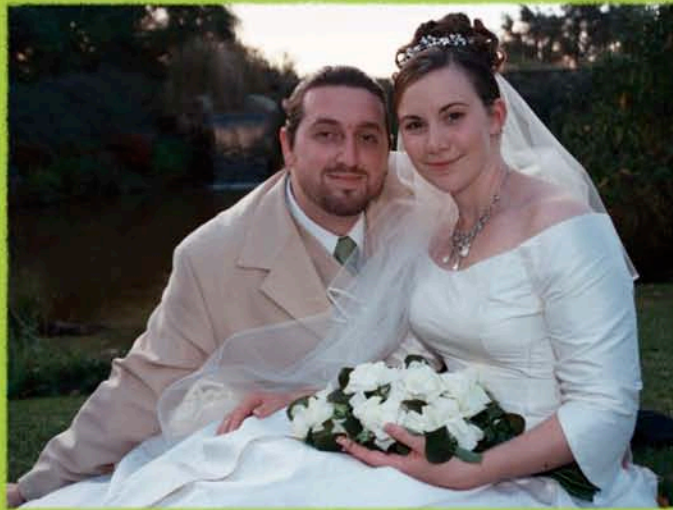
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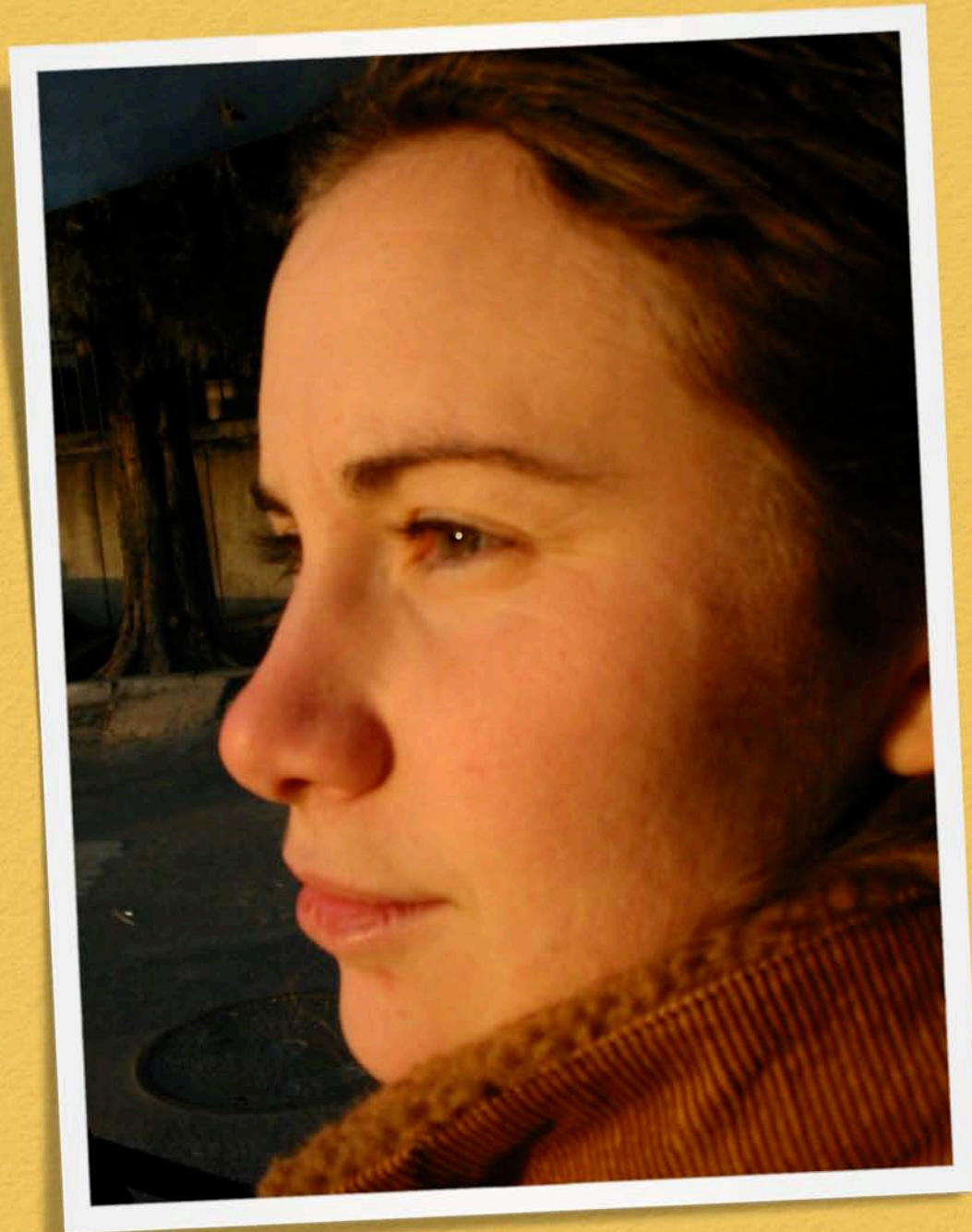
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Return to images

Go to next role model



About My Career About Me



Pía ~
Australia:
Open Source
Guru:

Interview with Pia- Director and Community Leader: Australia

What do you do?

I am a Director of a small IT consultancy company, specialising in Open Source. We do research, strategic consulting and industry development, which basically means I get to help get Open Source out to all kinds of businesses, Government agencies and individuals all throughout Australia

Any challenges?

There are a lot of challenges in running your own business, but it is very satisfying and you can set your own standards and goals, which is very liberating and exciting!

What do you love?

I love working from home, and I work with my husband which is a lot of fun.

I love being invited overseas to speak at events, and get a lot of satisfaction when the years of work and networking pay off with awesome projects and opportunities.

What is a typical day like?

I don't really have a typical day at work, because there are so many different activities and events I participate in :)

It usually includes loads of emails touching base with people from all around the world, planning and setting up new projects and travel plans, proposal writing, and meetings about Open Source.

I do regular research and am involved in loads of volunteer projects helping people in difficult socio-economic circumstances, and advocacy about software freedom.

What have been your most significant achievements?

I think my most significant achievement is being recognised around the world as a person who is contributing to making the world a better place. Whether it be through my work in the Open Source community, trying to take software freedom out to the masses, or my work with helping bridge the Digital Divide for people who don't have access to technologies or the Internet.

I have also been very proud of my work with Australian companies and Government agencies helping them use great innovative Open Source technologies, and community centric methodologies to do great stuff.

Go to next page

Continued Interview with Pia - Director and Community Leader: Australia

How did you get started?

IT can be whatever you want it to be. For me, I got started by just playing with computers and gadgets. I'd set up my own computer, install loads of software, tinker, play, and this gave me the skills I needed to get into a base level techie job.

From there I just learnt more and more every day, quickly surpassing many of my peers in technical knowledge, and then looking for what would keep me interested. I found Open Source, and for me that was a lot of fun. At first I just installed Linux, played with the enormous amount of software available (at one point I got heavily into security and computer forensics for instance) and then I got involved in the community which is where everything came together

Whatever your area of interest, finding a community that aligns with your interest and your ideals will help you achieve more and be successful. I am extremely thankful to have been able to get involved in the Open Source community in Australia and globally, because through it I have been able to bring my technology interest and my ideals together into a lifestyle and a career that helps me make a better world.

What do you enjoy the most?

When I got into systems administration that was a lot of fun too as I was running all the big computers that power large organisations. It was a lot of responsibility and a lot of creative troubleshooting and project work.

What was your first day like?

My first day of work was as an IT technical, and I went to about 4 or 5 places where I setup computers, printers, helped people use their computers better, and installed some software.

Extent of your impact?

My work has had an impact in Australia and around the world, and for that I am very thankful and happy, although there is always much more to do!

Do you travel much?

I do a lot of travel and speak at events around the world, and everywhere I go, I can meet with people from my community and talk about big dreams, and important goals over coffee

Will you continue this work?

I will continue this work for the foreseeable future as I really love it, but you never know what may come up!

I think my main tip for people is to just get involved, try new things, and always be open to the possibility for change. I never dreamt I'd be doing some of the things I'm doing now, but by keeping my eyes open to opportunities, I have found a really fun and satisfying path!

[Return to images](#)

[Go to next role model](#)

About Me Interview Pia - Director and Community Leader Australia

What are 3 words that describe you?

Energetic, Enthusiastic, Generous

What qualities do you have that make you good at what you do?

I really love and enjoy what I do, which naturally makes me better at it! I am a natural connector and networking. I love meeting new people and connecting the dots on ideas and projects to bring people and resources together in interesting ways.

.What has been a funny experience?

Funny things happen in my job every day, I deal with many different kinds of people and situations, and there is often opportunities for hilarity :) I remember winning an award from the Australian Open Source community for contributions to the community and I was so surprised I was speechless. This isn't a state I am often in so the rather large crowd found it hilarious!

What is your advice to other women?

Just do it! You'll love it, get a lot out of it, and be part of a global community of technologists who are helping take the world forward together! Technology is such an integral part of our lives, and it will become more and more the case, so get on the bleeding edge and help steer the juggernaut! Use your existing technology skills (and if you have a computer or a mobile phone, you are already way ahead of many of your elders) to play, help others, to invent, or to find new opportunities. Who knows, you may be the person who creates the next big thing, and soon we'll be asking what made you so successful :) IT is a constantly changing and exciting career choice, and you will love it!

What studies have you done?

I have studied different things including politics, Chinese medicine, and some IT industry certifications, however I am still studying and will likely finish with both a politics degree, and Chinese Medicine and Chinese Language qualifications.

I found IT degrees to not be particularly helpful for systems administration, however University can be great for teaching you new ways to think and problem solve. There are certainly some great IT degrees available today..

Hobbies?

Many including playing music, Shaolin Kung Fu, Chan/Zen Buddhism and horseriding to name a few.

Motivation?

I am motivated by my passion for what I do, and by my hope that I can help craft a world where people have many opportunities, and are not limited by anything, least of all by technology. I am also motivated by the wonderful Open Source community that I participate in, and the many inspirational people I come across around the world in my travels.

Go to next page

Learn more about Pia and her activity via her wikipedia entry http://en.wikipedia.org/wiki/Pia_Waugh



WIKIPEDIA
The Free Encyclopedia

navigation

- Main page
- Contents
- Featured content
- Current events
- Random article

search

interaction

- About Wikipedia
- Community portal
- Recent changes
- Contact Wikipedia
- Donate to Wikipedia
- Help

toolbox

- What links here
- Related changes
- Upload file
- Special pages
- Printable version
- Permanent link
- Cite this page

languages

- Français

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[article](#) [discussion](#) [edit this page](#) [history](#)

Pia Waugh

From Wikipedia, the free encyclopedia

Pia Waugh (*née* **Smith**, born 1979^[3]) is an [Australian](#) free software advocate, currently the president of the organisation that runs [Software Freedom Day](#) and a former president and vice-president of [Linux Australia](#). She is married to [Jeff Waugh](#), a fellow Australian advocate of free software.

Career

[edit]

Waugh was employed by [IT](#) services company Volante for several years.^[3] In 2005 Waugh was appointed Research Co-ordinator of the Australian Service for Knowledge of Open Source Software (ASK-OSS) project.^[4] Since 2006 Waugh, with her husband, is a director of Waugh Partners, an Australian Open Source consultancy.^[5] Waugh Partners won the 2007 NSW State Pearcey Award for Young Achievers for their work promoting Free Software to the Australian ICT industry^[6]. She is the project leader and a member of the Board of Directors of the [One Laptop Per Child](#) Australia program, launched in 2008.^{[7][8]}

Waugh is a self-taught computer specialist, and has also studied [politics](#) at a [tertiary](#) level.^[3] She has been involved in several projects and events promoting [ICT](#) careers to children and women.^[9]

Free software community and volunteer positions

[edit]

Waugh has held several positions in the [Free Software](#) community:

- Judge at the inaugural [New Zealand Open Source Awards](#), 17 October 2007^[10]
- President, Software Freedom International, the organising body of [Software Freedom Day](#), 2006–present^{[11][12]}
- Member, organising committee for [linux.conf.au](#) 2007^[13]
- Recipient of the second annual [Rusty Wrench](#) award for service to the free software community at [linux.conf.au](#) 2006.^[14]
- Vice-president of [Linux Australia](#), 2005–2007^[15]
- President of Linux Australia, 2003–2004^[15]

Pia Waugh



Pia Waugh

Born	Pia Smith 1979
Nationality	Australian
Occupation	Consultant ^[1]
Employer	Waugh Partners
Known for	Leadership in Australian and international Free Software community
Religious beliefs	Chan Buddhism ^[2]
Spouse(s)	Jeff Waugh (2005–present)
Website	what are we doing today, brain? 

Return to images

Go to next role model





Lisa - Australia: Team Leader IT Support
About My Career About Me

Interview with Lisa- Team Leader, IT support Australia

What do you do?

My role is Team Leader of an IT Support Group at the University of South Australia. The job presents enormous challenges but I enjoy every minute of it. I have to have strong technical skills and am constantly testing and researching advances in hardware and software so I can support and coach my team. Keeping the team motivated and happy is also an important part of my role, so that our customer service delivery is of a high standard.

What is a typical day like?

Work for me means communicating with people every day, either team members or clients. My IT team supports over 1300 staff members and because they are very busy people, we have to solve their IT problems as quickly and efficiently as possible. This means, I have to ensure that my team has the best possible tools at their disposal, that they have up to date knowledge and that they are motivated and happy in their work.

I also have to make sure all the policies and procedures that management has put in place are working and adhered to. This can be quite a challenge because it is important to strike the right balance between coming up with an acceptable outcome that is within our guidelines or policies and the stress of sometimes not being able to solve a problem, or satisfy a clients requirement.

What do you really enjoy?

I really like working with my team to troubleshoot IT issues. With 6 males and 5 females of all ages on our team, we are a good mix of people and the difference in ages and backgrounds mean we bring a wide range of experiences to the team. We're a strong team, and tend to have a lot of fun as well as ensuring the work is done.

There is a practical joke going around at the moment where our favourite coffee mugs are disappearing, and we have to use our problem-solving skills to work out where they've gone!

What have been your most significant achievements?

My most significant achievement would be the knowledge and support base I have put together for my team.

When I first started in this role just under 2 years ago, I gave myself short term and long term goals and I feel I've achieved many of them.

I am also proud that I completed my IT qualifications and have started studying for new certification.

Go to next page

Continued Interview with Lisa - Team Leader, IT Support: Australia

How did you get started?

I got started in IT when I was working in a school library and computers were introduced. No one was very interested in working with them, so I put my hand up and have worked with computers now for over 16 years.

Do you get to travel?

I get to travel a lot with my work. Previous job involved travelling to all part of the state, so I was constantly travelling and meeting new people . In my current position I only have to visit clients at one of the four campuses but I do travel interstate for Women IT events or other IT industry conferences.

I love travel and have already been overseas on holidays this year to the middle East and Europe. I think it is the thrill of visiting new places to experience different food, cultures and lifestyles that keeps giving me itchy feet!

What's cool?

The cool part of the job is that I get to check out new hardware as soon as it comes in. I love the new lightweight laptops weighing less than 1 kilo with a solid state disk drives which boot up in less than 30 seconds.

I guess I am not your typical Geeky IT person but I love playing with all the new gadgets that come my way and getting to know exactly how hardware works. I'm looking forward to getting one of the latest smart phones which I can use as an extra resource at work.

How far reaching has your work been?

Knowing how many girls and women are leaving IT and how few are taking it up as a career, I have been involved in Women in IT groups for a number of years and like to think I am a good role model for young women who are considering going into IT.

I know I've encouraged a number of young girls when I worked in a high school but since then I've tried to find ways to change the image of IT from being geeky and boring to challenging, fun and fulfilling.

[Return to images](#)

[Go to next role model](#)

About Me Interview with Lisa- Team Leader, IT support Australia

What are 3 words that describe you?

Motivated, Compassionate, Fun

What qualities do you have that make you good at what you do?

I have excellent communication skills, so have built rapport with members of my team as well as my clients. I have a wide set of interests and can always find something in common with everyone! I have an inquiring mind and like to problem solve. IT is an excellent vehicle for someone like me as there is always something going wrong or some issues to investigate

What motivates you? What hobbies?

After a hard day at work I love going home to my home in the bushland. My partner and I built an underground house in the bushland and we surrounded by koalas, echidnas, parrots and the occasional kangaroo. Our children have all left home but we see them as often as we can and of course help them with their computer problems! This August has been very foggy and wet so I love to cuddle up on the sofa by the fire with a good book and a glass of red wine. Our house is such a quiet haven and a great place to unwind and relax after work, far away from the noisy city

Will you stay in technology?

I guess I'll always work in IT as I find it so rewarding. I'd like to branch out into more consultative work but still would like to keep my technical skills up to date especially when this is a side of IT that most women avoid.

What previous jobs have you had?

Previously I've been a dance teacher and an assistant librarian. These jobs have helped me develop my creative side which enhances my work in IT. I've worked in IT security and project management, systems administration and now I'm a team leader.

What studies have you done?

I have completed the Microsoft Certificate in Systems Administration in Security, Comptia+ HArduare and Software Certification, and Security+ exam. I have also passed the Commvault Backup Systems Administration

What is your advice to other women?

Be passionate and don't be afraid of the challenges of IT. Don't let anyone say that because you are a woman you won't be able to cope with the technical part of IT because women have the sort of problem solving and analytical skills which help them with the technical side.

If you are good at multi-tasking, enjoying talking to people, problem-solving, having fun and playing with the latest gadgets, you will love IT so if you are considering it, give it a go and join thousands of women all around the world who are doing IT and loving it!

Go to next page

More about Lisa and what she is passionate about

My partner and I are passionate about the environment. We live in an underground house which we designed and built 20 years ago before it was fashionable to think about saving energy. Inside the house is mild in winter and cool in summer so we don't need airconditioning. We have a native garden on the roof and koala, echidnas and kangaroos often visit.

My passion for saving energy has translated to thinking about 'greening' IT. The IT industry consumes as much energy as the aviation industry - quite a lot. At my work we have found ways of helping reduce the energy consumptions. Encouraging users to turn off their computers at night, virtualisation of servers and recycling of old hardware.

I am also an active member of awise – Australian Women in IT and Science Entity (www.awise.org.au).



[Return to images](#)

[Go to next role model](#)

Learn more about Anju and her achievements here

Spearheading work towards the development and implementation of information, knowledge management (IKM) activities within the Land Resources Division (LRD), SPC. I am in-charge of developing and maintaining the 9 thematic team websites using Joomla (Content Management System), developing and maintaining online interactive tool for PARAVET distance learning project and training our participants using the online tool (Moodle) .

I have formulated the Information Knowledge Management (IKM) Guidelines (file naming convention, folder structure for Land Resources Division (LRD) and train staff in IKM and data information management systems as well as GIS systems. I am keen to work with others within SPC, development partners and stakeholders to contribute to the improvement in the livelihood of our people in the Pacific Island Countries.

I also promote participatory approaches to support sustainable management of natural resources through participatory Geographical information systems (GIS) and continue to coordinate appropriate training to build capacity in ICTs using internet to access web-based information systems within the 22 Pacific Island Countries.

I have used a number of new ICT and web 2.0 tools to support community practice and develop IKM and Web 2.0 proposals to engage farmers through the use of modern ICT technologies. I am constantly looking at ways to improve the knowledge management structure within my organization. New applications need to be designed and once approved, we provide training to staff within Land Resource Division. I am responsible for maintaining and improving systems, and for working with the developers so that the end product will meet the needs of the LRD staff and will be accepted by everyone within SPC who uses the systems. Once the new systems have been tested and being rolled out, my duty is to train users. Information, and report gathering is another aspect to my role.

I am very passionate about ICT. When not at work I am also very involved with the South Pacific Computer Society and the Pacific Islands Chapter of the Internet Society. My career highlights are really a mixture of achievements made during the day at work and also what I achieve after hours.

Through the South Pacific Computer Society, I have been on the board as an executive member. I have also served as a board member on the Pacific Islands Chapter of the Internet Society (PICISOC). In 2005, I was nominated as the Chairwoman of the Women and ICT group. I am currently Providing leadership, direction, management and support to WIT focal points in 22 Pacific Island Countries,

Go to next page

My Community activities include:

- Developing WIT strategic plans and project proposals
- Identifying the donor agencies for funding,
- Responding to ICT and WIT queries and calls in timely and effective manner, A
- Acting as liaison between WIT team members in regards to WIT issues,
- Exercising leadership in developing and maintaining positive relationships with community partners, donors and funding agencies,
- Ensuring the smooth functioning of WIT projects,
- Develop and facilitate workshops, debriefings and other WIT activities as needed,
- Coordinating and participating in WIT projects (field visits, meetings, workshops),
- Planning, monitoring, evaluation and reporting on financial statements and budget,
- Ensuring the production of project reports and progress report and submitting and presenting it to PICISOC Board Members,
- Collaborating and engaging with regional and international counterparts on WIT issues,
- Collaborating with PICISOC board members on WIT matters/issues,
- Overseeing the development of WIT website, Mailing Lists and
- Providing ICT training to Communities – women and youths of Community ICT Projects.

In 2008, I was awarded a fellowship to attend The 10th Asia Pacific Next Generation (APNG) Camp at the Asian Institute of Technology in Thailand.

In 2007, my project was awarded the Winner of the World Summit Award 2007 in the category e-culture for Participatory 3D Modelling (P3DM) for Resource Use, Development Planning and Safeguarding Intangible Cultural Heritage. It was a huge honour to receive the award.

Working in ICT is something that I love. I find highlights in most things, whether it is helping someone, solving a problem that I was stuck on, finishing a project on time, designing a new system, or just learning something new. It is all good!

[Return to images](#)

[Go to next role model](#)

