

Brief Resume on Poonam(Pam) Kapur

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Profile

Career change from IT consultant to AgedCare worker/NDIS Support worker in 2017

I have 30+ years experience in Information technology as a software-developer, software systems analyst, software-tester and Quality Assurance, software test manager and software development Project Manager. I have mostly worked with the Australian top Banks and Insurance companies, and with the Australian Government (AUSTRAC).

As a Information technology professional i have a proven track record for:

- > Writing strategies, plans, issue management, and defect prioritizing, risk based analysis.
- > Creating and updating project plans, weekly status reports, conducting weekly meetings.
- > Conducting in detail all types of quality assurance verifications into System, Integration, Regression, UAT, Performance, Volume, Stress, Automation, PIV/PIR, ad-hoc testing, technical walkthroughs.
- > Worked within SCRUM Agile framework, Sprint deliverance, SDLC, following Quality assurance methodology in all projects.
- > Technical Writing of user-guides, procedures, functional and technical documentation, online help, template management, version control, documentation for auditing and ISO9001.
- > Collaborated with off-shore teams, internal/external stakeholders and vendors, out-sourcing projects, international projects.
- > Proficient in using project management tools, Excel, Word, Powerpoint, JIRA, Confluence, Doors, EDRMS (document & records management system). Easily pickup any tool or system.
- > Excellent team worker and team manager. Good people skills and work ethics.
- > Excellent communication skills, oral and written.
- > Good numerical / analytical skills, and eye for detail. Good with Microsoft and Mac suite of products.
- > Experienced in the Australian Banking software, Electronic data delivery, telecommunications for internet banking, Term deposits, CIS, Demand deposits, Credit cards, Oracle HRMS - Payroll, Oracle Financials and accounting, etc.
- > Experienced in Financial Planning software, Life Insurance, General Insurance, Re-insurance, Insurance Brokering, Imaging systems, Vehicle quoting and repair systems, Guide-wire ClaimCentre, ContactCentre, PolicyCentre. Data-mapping and Data migration.
- > All web based projects and Apps and handheld devices, wifi's and speeds, internet usages.
- > Familiar with compliance and government acts and laws, ethics and values.

CareGiver, individual support Worker. Experience 7+ years:

Started Providing Elderly care and NDIS individual support at their homes since 2017 after I retired from my initial IT career. I have certification III in individual support, National police check, Working with children check, 3 Covid vaccines, yearly flu vaccines, valid Australian driving license.

Casual Senior CareGiver at Homeinstead Senior Care north-shore and northern beaches, Pymble. November 2019 to June 2024.

Sole-trader with direct clients on mable.com.au platform and

Direct with NDIS. September 2017 to current.

Certification 3 in Individual Support.

Providing in home and at retirement villages total Personal Care, Social Support, Home care and maintenance, Meal Preparation, Medicine assistance, Palliative care, 24 hours care, Pre and Post hospitalization care, taking them swimming and to Gym and other socializations.

Few hours or all day care.

Running errands, assisting with emails, paying bills, filling, administration, setting up appointments and taking clients there, setting up and assisting with getting new NDIS plans or review of NDIS plans, replying to mail, creating documents, computer and smart phone/TV assistance and any paper work, home office management.

Logging in client daily history, reading and updating care plans, lodging medical deterioration ledger.

My current experience has been with elderly clients with sickness or without, stroke disability, Parkinson's, Multiple Sclerosis disability 4 middle aged women, Autistic child, others who are old or have combination of disabilities, sickness, dementia and or dying of terminal sickness.

Have used full harness and standing harness to move clients out of bed into electronic wheelchairs and into commodes, and into their bed.

Play online games on behalf of quadriplegic clients and do online social media posting and purchases.

I tend to stay long term with my clients until their needs change or they go into palliative care hospital.

Volunteer individual-support worker with Life-Line, Gordon

February 2003 to January 2004. Few hours a week.

Providing Social support and Domestic support to the sick, injured, old and disabled. Driving them to appointments, buying medicines, shopping, groceries, medicine assistance, exercising, taking for walks.

Volunteering assistant manager with meditation and yoga centre's.

From 2007 to ongoing. Few weeks every year.

Providing guidance and help to meditators and participants, helping with personal support and domestic needs and with food preferences. Working closely with the Senior Teacher's for a smooth running of the course on daily basis.

Organizing interviews with the teachers and centre maintenance.

Administering full residential retreats, evening retreats and food preparation.

INFORMATION TECHNOLOGY WORK EXPERIENCE of 30plus years:

Natush international consulting, Sydney. 1997 to current. My own company.

IT recruitment and consulting, IT training, teaching candidates to get jobs with right work ethics, local cultural values and mannerism. Teaching people to fully use their personal devices and setup their own software and device preferences.

Software Test Manager, Infosys, Sydney,

August 2012 - December 2016. Consulting at IAG Insurance Australia Group. 4+ years

Responsible for creation of Strategy, Plan, creation of scenarios, issue management, execution and prioritization of work, team management, support and training. Quality Assurance walkthroughs of all documents and software, presentation to stakeholders.

Projects:

1. VQS (vehicle QUOTING system) desktop and iPad, upload of images and different cameras,
2. REpX (Vehicle repair and booking system) desktop and iPad,
3. Guide-wire ClaimCenter and Contact Manager, for Home and Motor.
4. Linking to RTA using the WOVER system and working with RTA/Fleet companies/Car sales companies to keep NRMA data synchronized and updated.
5. NRMA, SGIO, SGIC, RACV claims and policy digital, apps and desktop sites and on all handheld devices,
6. Upgrade of IAG and NRMA corporate websites on desktop and all handheld devices.

May - August 2012. Consulting at AMP

7. Financial Planners integration project.
8. Financial Planners customer Portal CRM between AMP and AXA.

Wrote Strategies, Plans, scenarios, ran team leaders meeting, and organized manual and automated testing runs, data integration and correctness, daily project SCRUM meeting.

Business manager consultant, Pragmatic Designer, Sydney,

January 2010 - January 2012 2 years

Wrote Business Planning documents and designed a new web based system of running the architect firm based on the brokering model. Managed the development of the new business model and implemented the business rules. Designed the websites and got them constructed.

QA-Test Consultant, AUSTRAC, Chatswood, NSW

April 2006 - Oct 2009 3+ years

Implemented the Attorney Generals office AML/CTF Act (anti money laundering and counter terrorism financing) and FTR Act (financial transaction reports coming from the banks) as a mandatory compliance and legislation for the Australian businesses.

Test managed Workflow System related to the above legislation for the financial information to flow real-time from all Australian Businesses to the Australian Crime Authorities, Law Enforcement Agencies, Social Security and Taxation Office.

Project manager Electronic document & record management system EDRMS for the whole of AUSTRAC departments located in Canberra, Sydney, Melbourne, and Brisbane.

QA-Test Manager, Westpac Corporate Banking, Bankers Trust, Sydney CBD

2004 – April 2006 3+ years

Test-managed ERP solution of SAP HR-Payroll with Oracle HRMS - Payroll, oracle 11i.

Implemented Oracle eLearning.

Tested upgrading of Oracle Finance and Accounting modules. These were large projects and affected 30,000 employees of Westpac/BT worldwide. Projects were done with Vendor team on site and overseas.

Test-managed careers@westpac, Taleo software solution.

Mercury (HP) Quality Centre testing tools in Westpac and BT.

Trained project teams for multiple projects on the Westpac testing methodology

QA-Test Manager, Lumley Technology Insurance, India and Sydney

2000 - 2004 4 years

Managed brand new Insurance Brokering system, smash repairs imaging system, Life insurance system in India with business analysts based in Sydney.

IT Team Lead consultant, Westpac Institutional Banking, King Street, Sydney

1997 - 2000 3+ years

System Analysis, development and testing for Direct Entry system (Electronic Data Delivery).

Regular system support, setup Telstra leased lines, enhancements and Y2K project.

Systems Analyst, Commonwealth Bank of Australia, Burwood

1992 - 1997 6+ years

Software analysis, programming and testing of the Hogan Term deposits system and CIS (Customer information system), and Housing Loans.

Software Programmer, Chase AMP Bank, North Ryde

1989 - 1991 2.5 years

Hogan Banking package. Programmer on the Demand deposit system and Cheque systems.

Chase AMP bank merged into Westpac Bank.

Software Programmer, State Bank of NSW, Ashfield

1986 - 1989 2.5 years

Tandem programmer for over night batch processing for all bank and ATM transactions.

Education. Bachelor of Economics degree. Certificate of Computer Sciences from TAFE, Sydney.

Completed Manual Handling cert, Medicine assistance cert, Abuse in elderly.

Completed Cert III in individual-support, Enrolled in Diploma in Dementia in 'utas.

Hobbies. Daily Swimming and Exercising. Walking in Nature. Serving & Volunteering. Teaching self-realization group of like minded. Meditation.