

CANDIDATE

Karen Wisse

Is qualified for the role you have in mind.



I am a self starter, with experience delivering website project management, sales, training, consulting, payroll, inventory, logistics, accounting, secretarial, and administration duties.

I have delivered software, hardware, and rolled out change processes. Let me deliver a package of customer services for you. Capture Quality Assurance.

I wish to submit my CV for your consideration. I have been responsible for the centralised management and coordination of various web, print and marketing strategies aligning inventory and expenditure to targets, enabling an effective overall presence that is appropriate to the needs of staff, customers and other stakeholders.

1. I have a can do attitude, with quality assurance, and can work late or travel.
2. I am honest, reliable, and dependable with flexibility.
3. I know and understand people, excelling in customer relationships.
4. I can deliver.
5. I am a team player; getting involved in various capacities with Trusts and Associations (secretarial, treasurer, media liaison, chairperson, functions for 200 etc).
6. Previous roles include sales manager, project manager, marketing, journalism, call centre, and administration. I am an all rounder (automotive to information technology to print and brand management) and understand the need to deliver new services in a stressed market.

Additional: I had my First Aid (Expired: Sept 2010), Site Safe (09/10), some Health and Safety units and of course my Ramset licence (09/18).

Software programs being utilised: Microsoft Office suite, various Internet Content Management Systems. Desktop publishing software: In-design, Photoshop, Dreamweaver. I have used in the past Payroll, MYOB, Retail Manager (Eftpos accounting system) and Quick-books, SAP and various in-house project management tools as well as inventory programs.

Previous training: Small Business Management Course (1993), graphic art, accounting, and a few fundamental 101 BCIT papers, a Treaty of Waitangi workshop, and various sales and customer service courses.

Currently I am employed at the Christchurch City Council to roll out public advice. I create newsletters and recalibrate information collateral to meet new standards. They have just moved into their new premises and I am contributing to the final updates on the external website.

Please speak with me and evaluate my ability to bring your company the resources they need to fulfill their objectives.

I am a fast learner, having a range of experiences to draw on to bring to your business.

Good Morning. My name is Karen Wisse.

From: Karen Wisse
217 Greers Rd, Christchurch
Ph AH 64 3 360 2444
Cell 64 2111 4 22 88
Email:karen@hint.co.nz

Thank you for allowing me this opportunity.

I thrive on adventure – nothing daunts me and I love people, and structure in the delivery of my income. I am a disciplined, intelligent, literate and extremely capable individual who has a history of accomplishing timely objectives under pressure with integrity and diligence in a variety of industries. I am comfortable organising a conference, booking travel, arranging logistical rollouts, ordering automotive parts, hiring, scheduling staff, meeting with customers and contractors. I can deliver typing, filing or an obsolete item from the Baltics.

I can cold call, warm up a room or put someone at ease. I can audit, file, sell, manage, delegate or administrate.

Listed below are my credentials based on years of verifiable experience.

Key Accountabilities

- Make a sale or receive a standing order then fill the order within appropriate quality assurance guidelines. ✓
- Capture availability, timelines and associated costs for a project, assess risks, deliver proposals with appropriate quotes if required including, purchases, delivery schedules, equipment hire, personnel, training and launch. ✓
- Supply all materials (content, images, parts, equipment, hardware, software, networking, catering, contractors) and expenses (obsolete technical rebuilds) liaise with all parties first and last to finish the build as per spec. ✓
- Responsible for overall establishment and or coordination of costs, documentation, systems and services for payment. ✓
- Create specific warranties if required, set up future commitments and any manuals. ✓

Accountabilities and processes have allowed me to deliver Software systems, websites, fishing boat twin marine engines or assist with Noel Leemings' fit outs of their stores, when they rolled out one every 6 months e.g. Mt Maunganui store 2001.

My current role is delivering: public advice for the Council booklets and brochures, I currently utilise business experts in each team and work in with the Public Affairs manager to work in with the Communications and Design teams.

"I am an individual that offers hands on experience from various industries".

Financial Control

- Negotiate and evaluate each contract annually against the competitors locally and internationally, evaluating adjustments required to accommodate the changes to the industry. ✓
- Financial audit trails are established and maintained. ✓
- Prepare payment requests and ensure all commitments and invoices are properly approved, processed and recorded. ✓

Inventory

- Detailed logistical knowledge of forecasting and stocking materials – quality control and liaison with the supplier for risk analysis and delivery assurances. **My favourite thing in the world is delivering an obsolete part.** ✓

I am a professional individual who is a creative and self-aware person. I have over 20 years experience dealing with outside companies and customers, media and public relations.

Who am I and what makes me tick?

I traveled first when I was 15 to Europe, later to America and now for long weekends I look to GrabaSeat and will fly up to a friends, then road trip 1000kms till all our energy is used up in laughter. I love: driving, fishing, motor sports. My current ambitions are to buy a small acreage in the country to raise some nut crops (pecans etc).

- I have two grown daughters, and am proud of them both. I am 42 and was born in Christchurch NZ.
- Please call me for an interview so your people can qualify my abilities for this role and we can discuss this further.

Regards

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Current Time in NZ is available here: www.hint.co.nz

CANDIDATE

Karen Wisse's Work History



Christchurch City Council – started 11 January 2009 on a fixed term contract, currently employed.

Position: Information Services Officer.

Skills & Experience: Website Editor for the RDS Group, FAQs, internal and external public advice publications.

- ➔ Within the Councils around NZ we have obligations to provide objectives to the public, for instance the Long Term Council Community Plan (LTCCP 10 year plan) must be published within a month of its ratification every 3 years, followed by annual plans, legislation changes, bylaw additions – I must publish the changes in a timely way, further I also must advise our clients (for instance construction developers) of new legal determinations. A court case can change the way the law is interpreted and if the case is won in favour of change we must roll that change out to the public via our communications. The focus is to inform the customer in a cost effective way. The catch all for this is Public Advice. We must also mind our public advice budget and my role is to simplify and deliver information online and in the form of brochures or booklets to streamline the amount of enquiries received via the call centre or at our service desks.
- ➔ I can happily edit any website or FAQ system, currently providing the updates, branding and compliance for the Environmental Policy & Approvals Unit as well as the Inspections & Enforcements Unit, and the rest of the Regulation and Democracy Services (RDS) group of the Christchurch City Council.



Willowview Developments trading as Sabre Signs – started in early Feb 2007 full time

Position: Sales Manager – Rolling our Customer Service by traveling Kaitia to Bluff

Team of 7 with an on hand contingency of brand designers, contractors, software developers and template creators.

Skills & Experience: Sales, Territory manager.

- ➔ I developed and implemented a logistical/manufacturing website backend with a new front end drag and drop print automated proofing system that pre-proofed and priced customer enquiries and print-jobs. It could queue the work straight to the printer, allowing staff to chase debtors, whilst signaling suppliers to deploy raw materials.
- ➔ The system was simple, automated and one of my fondest achievements. I sourced the possibilities offshore and used developers in the UK, Europe and India. www.printjob.com
- ➔ Part of my role was to re-engage our sales network nationwide, flying in to the nearest airport then implementing customer relations, building sales; as well as going over any training required for our brand management packages. Customer Satisfaction references are available on request and can be emailed.



Start Date: June 2005

End Date: Sept 2006

The Internet Business Development

Position: Project Manager, utilizing customer services, sales, and pulling information from the customer to present to the team, update databases and test business solutions online. Main focus to develop back end web software which handled orders, manufacturing needs (inventory and logistics), distribution tracking, warranty registration, complaints and resale's for the client all in the back end with customer information and imagery for external sales on the front end. Team of 6 with an on hand contingency of Sub contractors and developers.

Skills & Experience:

- ➔ Experience various professional companies' internal processes to make their marketing coherent online.
- ➔ Create manuals and offer one on one training for their new systems. Customer Satisfaction references can be made available on request however this business was sold on.

Start Date: April 1997 – part time for over a decade.

End Date: April 2007

Linesonline – up to 20 hours per week (my own business which I closed when I started at IBDG).

Position/Title: Owner of a marketing business online. I developed content, strategies and branding concepts.

On hand contingency of Sub contractors and developers.

Skills & Experience:

- ➔ Contracted to Webdesign and worked with: Auckland Tourism Board, America's Cup, XTRA, Jenny Shipley etc.
- ➔ Worked on Two America's Cup campaign websites being a subsidiary of Webdesign as their creative writer.
- ➔ Created an [Online Soap Opera](#) and developed it for a year contract with [XTRA](#) etc.
- ➔ Online motor sport correspondent, I was known as the blond arm chair critic: 6 years of Bathurst etc.
- ➔ I worked on sites for local and national entities: xtra.co.nz, primeminister.co.nz as well as local businesses kbs.co.nz, latimerhotel.co.nz, etc.

Start Date: Oct 2003

End Date: approx. June 2005 (Left to work at IBDG). Mind Your Own Business Point of sales and accounting software for the SME's – 40 hours per week

Position/Title: Small & Medium Enterprise (SME) Sales, and Technical Support to incoming call centre.

MYOB software and hardware Technical Support, Retail software implementation over the phone (how to hook up scanners, insert logos into the bar code printers, program tills and track inventory to create a saleable product with profit loss information per product.

Skills & Experience: Understanding SME's nationwide – small statement big implications.

Start Date: July 2002

End Date: May 2003

Position/Title: Purchase Orders/Office Administration Manager South Island

Responsibilities: as below (Company Merger). DTSL did not use the sales team from Datacraft and lost the Datacraft association with the large corporates. DTSL now had to go forth with a smaller sales team of individuals who had not been associated with Datacraft/NCSL for some time, this lost valuable inertia and in the end DTSL lost most of the existing client database to Logical. (A worthy competitor). Customers were IRD, ACC various banks, universities, nationwide chain stores e.g. DickSmith, Noel Leemings, Bond and Bond, etc.

- ➔ At NCSL/Datacraft/DTSL I was the Purchase Officer South Island Sales / Branch Office Administrator for the Christchurch Branch of DTSL in a front line role dealing with customers directly.
- ➔ Whilst the company's name changed annually, the work requirements where constant. When the final chapter of the cabling company formerly a Telecom body became part of DTSL (by way of NCS and Datacraft) my role was to set up ALL administrative procedures for the new revenue stream. My duties involved cost estimating and budgeting, validation of resources and activity durations, and final delivery of quotes.
- ➔ Quality Assurance was assumed and it was my job to make all risk assessments in relation to availability of resources and assess possible damages prior to events.
- ➔ Once a Purchase Order was accepted I would implement and sequence the delivery of the project by deploying contractors and employees.
- ➔ I juggled the logistics of materials and contracts whilst appeasing clients and concerns of time and cost managements.
- ➔ I handled RA's (Return Authorities) and implemented resources if incorrect materials arrived.
- ➔ I was required to supply reports for head office detailing sales activity and profitability.
- ➔ I was accountable for the Office, Sales Administration and therefore signed off on all Debtors and Creditors.

Most people I worked with are now gone but one remains and can supply a verbal reference for me.

DATA CRAFT 2001 - 2002

Office Sole Charge Christchurch Branch - Christchurch Accounts Invoices and Reports plus all Purchase Orders South Island Office.

(Purchase Orders created Monthly: from \$360,000.00 (some came to the seven figure mark for large rollouts once or twice in a single day).

Position/Title: Purchase Officer - Office Manager Christchurch Branch (Cisco hardware solutions)

Responsibilities: Purchase Orders, Logistics, Obtain costs, and Implement once a purchase order was received from clients, involved liaising with sales team as to their promised feats and deliver within budget said miracles. (Relaxed surroundings with a sense of humour – great team).

Creating Sales analysis figures, on a weekly basis, with monthly reports for the South Island for Head Office.

Reporting directly to head office Wellington and indirectly to Asia.

Merging with **NCS** at this time. Other duties involved general reception and administration issues.

- ➔ Sole charge of Admin issues South Island Branch, and it's responsibilities to the end client. Spending \$1,000,000.00 in a day.



NCS 2001 - 2002

Start Date: Aug 2001

End Date: June 2002

Position/Title: Purchase Orders/Office Administration Manager South Island

Responsibilities: All responsibility for Materials, Contractors, end of month billing - Communications Industry Specifically Cabling and Wireless solutions for National corporate contracts such as Universities, Government departments and large companies. Preparation of reports for the South Island region.

- ➔ Upon familiarizing myself with this industry and the various contractors and clients I built up trust and respect with the people I worked with, building up their confidence and my negotiation skills to meet project deadlines.
- ➔ Creation and implementation of all Liaisons between sales staff and contractors, suppliers and clients, within a two-day turnaround Nationwide.
- ➔ Utilised advanced corporate texting amongst all contractors on our network.

OSCA

1992 - 2000

Start Date: Mar 1992

End Date: May 2000

Position/Title: Variety of Roles: Secretary, Media liaison, Promotions, Sponsorship and Event Coordinator.

Responsibilities: Manage and Market - Liaise with members, Conduct monthly meetings, Co-ordinate events and functions, Implement Regulations, Control and maintain all communications, Enforce Disciplinary actions etc.

- ➔ Many years of successful Motor sport Nationwide based upon huge initiatives and when numbers were down I brought several racing cars in from America (NASCAR's). Largest achievement was dealing with the egos – huge challenges.
- ➔ Excellence in fundraising, and communications management: building the social status to a high caliber of function and recognition. I set the bar.

RKE

1983 - 1989

Start Date: Mar 1983 End Date: May 1989

Position/Title: Sole Charge (Automotive Engineering Company)

Responsibilities: Client Contracts. Purchase orders - Stock control - Promotions - Sole Charge Office – PA - Wages - Accounts - End of month billing etc.

- ➔ First and last in the line of customer contact. Implemented our own Warranty, which I wrote, covering the first warranty for S/H rebuilt engines that consisted of New Car standards – two returns over a two-year period.

- ➔ Implemented a time management procedure for the engineers based on their tasks, which involved calculating average timeframes and standardizing all events for quoting purposes. All common vehicles had an attributable breakdown cost per event and I could proceed to quote over the phone and include accurate timeframes which were met once the vehicle was booked. Having booked the repairs, I would then order the materials and resources to be onsite, the work would be accomplished in time and the account finalized prior to the days end. Same day. Time sheets became the easiest things to read, based on a numbering system and wages etc took minimal time and effort.
- ➔ Established the first service for one a day turn-around of a completely rebuilt engine; installed, included if required gearbox, warrants etc. All makes and models (our undoing with Japanese imports in the late 1980's).
- ➔ In the event the managing director or the foreman were unavailable, I was the third in the chain of command outside the office. Average of 18 engineers-mechanics.

Referees

Christchurch City Council
Steve McCarthy

Phn +64 3 941 8651

Unit Manager Environmental Policy & Approvals

Character References

Sally Webb

Phn " 941 8727

CCC Customer & Admin Support Officer

Stephen Stout

Phn " 941 8927

CCC Senior Environmental Health Officer

Liam Tarpey

Phn " 941 8663

CCC Hazardous Substance Officer

Liz Cook

Phn " 941 5087

CCC Customer & Admin Support Officer

Print Net – a contractor (ex Xerox) I used over many months for online proof to print work for Sabre Signs
Kevin Tyre Phn +64 22 630 1625

Alaistar Goile – a customer of both Linesonline and Sabre Signs and Hint
Formerly Avis Budget Group Phn +64 210 294 3513

DTSL – AJ Brice

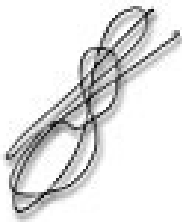
Phn +64 3 365 8315

Thank you for taking the time to go over my brief.

I see exciting things in my future with long term job growth.

If you feel I have some of the administrative qualities and dynamic you're looking for please call me or my referees.

Regards



Karen Wisse Last updated October 2010, current contract ends 9 January 2011 - Available on short notice.

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