

## CANDIDATE

# Karen Wisse



On offer: 57 Year old excellent person.

1. A can-do attitude with years of delivery of remote customer services.
2. Honest, reliable with the ability to understand the customer's perspective.
3. Full Driver's licence. Zero convictions. No fines. (Drug test zero issues).
4. **Previous experiences:** Sales, admin, and various customer service roles, inventory and logistics etc.
5. **Home help** in aiding survivors to live in their home environment for as long as they are able. I deliver personal cares, meal prep or fetch, chores and work in with family and friends, ACC, WINZ, NDHB. I do charge \$1km after first daily 20km.

(I had a midline stroke 2014, and had a 4.5% survival chance, but got very lucky, my surgery was eventually a craniotomy on Christmas eve 2014).

6. **Court Ordered supervisor: 100% police vetted**
7. I love life, and am highly motivated to exceed a customer's expectation whilst keeping them informed.
8. I am a team player; getting involved in various capacities with Trusts and Associations (secretarial, treasurer, media liaison, chairperson, functions for 200 etc).
9. Previous roles include copy writer (warranties, brochures, websites) journalism (Americas Cup, XTRA Motoring). Running a sole charge office in an Automotive Engine reconditioning shop, implementing one day remove and refits, including engine, trans, WOFs etc.

I offer excellent organizational and communication skills, with the ability to meet deadlines and prioritise work.

**In short: Exceedingly reliable results.**

Karen Wisse  
[karen@hint.co.nz](mailto:karen@hint.co.nz)

Cell 02111 4 22 88

**Hello.**

**My name is Karen Wisse.**

**Listed below are my credentials based on verifiable experience.**

I have a history of interesting employment, as well as contractual work. Since my relocation to the Far North; I have taken contractor roles. Self-managed roles with various time frames. From Cleaning to Telemarketing. Even have worked for the Courts as a court ordered supervisor for Rape and Kidnapping parents. Police checks no issue. I love people, and structure in the delivery of my income.

Please let me know if your position needs a disciplined, intelligent, literate and extremely capable individual who has a history of accomplishing timely objectives under pressure with integrity and diligence.

I am 57. I understand people and have empathy.

I have honest wage expectations, genuine sincerity, loyalty, and team spirit. I pride myself on the ability to solve problems, timely and accurately. I listen and provide aid.

Below is a list of the various experiences I can draw on to assist your company in its delivery of its goals.

It's a summary of my abilities in leadership skills, administration, logistical experience, managerial competence. Judge for yourself.

## Key Accountabilities

- Deliver whatever the role needs, to suit the client. ✓
- Responsible for overall establishment and or coordination of services, systems and documentation. ✓
- Deliver customer satisfaction in a timely, efficient, and reasonable manor to gain repeat custom. ✓ ✓

## Policies - Procedures

- Branch management policies and procedures are established or maintained. ✓
- Staff training and Customer training with adjustments to new policies and KPIs put in place. ✓

## Inventory

- Detailed administrative knowledge of forecasting and stocking materials – quality control and liaison with the supplier or team and look for delivery issues. ✓

## Information Management

- Documentation is established and maintained, updated and recorded for all purposes, i.e. charts, briefs etc. ✓
- Requests, escalations and schedules are acknowledged, responded to and recorded. ✓
- FAQs, Website, Newsletters, intranet and print materials all maintained, reviewed and updated concurrently as required. Marketing commitments aligned and brand strategies utilised. ✓

▶ I am a professional individual who is a creative and self-aware person. I have people skills, administrative skills, account management and customer service skills.

▶ I offer quality assurance and peace of mind.



## Background pre contractual roles in the Far North



JLG working at heights commercial equipment – part of the Australian group.  
2012-2013

**Staff numbers:** 10 (NZ) – + Contractors NZ wide all subbies

**Position:** Service Advisor – Mt Wellington Auckland – commuted from Waipapa Monday 3am – back Friday 8pm  
I was employed as a service advisor, organizing techs to carry out commercial certs across NZ on all JLG equipment, electrical certs, repairs, hydraulic certs etc. Fleet equipment, sales and running adhoc quotes and assessments as often a 6 year cert would be more expensive than a replacement.

**Skills & Experience:** My duties include customer contact, organizing the services, techs, parts, outwork and billing. I worked under Jared, who was the only one who didn't resign and he's in Australia, however a lot of staff changes were happening when I left. Stephen Ludlow was my direct Boss 021 301 655 Service Manager NZ



Forklifts NZ Ltd 2011

**Staff numbers:** 16 (NZ)

**Position:** Service Advisor

I was employed as a service advisor, however the company was recently purchased and the role has been through it's third upheaval, which will bring the branch manager role to a total of 3 new bosses in 5 months. I like continuity and security, as well as a steady reliable income. They have just closed the doors on their Dunedin business and my role has been centralised to Invercargill.

**Skills & Experience:** My duties include all customer contact, organising the services, rentals, parts, outwork and billing. Previously I have been involved in the rentals of NZbikes and Jetskies, Quads etc.



Loadlift Equipment (Christchurch) Ltd 2010

**Staff numbers:** 30 (Approx staff in NZ, now merged with Powerlift Australia, of course much bigger)

**Position:** Service Advisor

Sold to Forklifts NZ



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

**Staff numbers:** 2000+

**Position:** Information Services Officer. Writer.

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

- ➔ I deliver communications and update processes with in the RDS Group
- ➔ I deliver customer services, understanding the needs and providing solutions.

Currently the role Information Services Officer is a new role for New Zealand local Council bodies. In essence it is the delivery of reliable and efficient information of services to the organisation in relation to all facets of information management, records management, archive and research; to ensure compliance with Council's specific communication and knowledge transfer objectives and adherence to legislative requirements.

Within the councils around NZ we have obligations to provide objectives to the public, for instance the LTCCP must be published within a month of its ratification. When legislation changes we must publish the changes in a timely way, we also must advise our clients of new legal determinations. The focus is to inform the customer in a cost effective way. The catch all for this is Public Advice.

I have been brought to the EPA and I&E Units with in the Regulation and Democracy Services Group.

On a fixed term contract to deliver Public Advice and role out project driven information ie how can I subdivide, with all the information in one spot regardless of which team provides it (Development Contributions, RMA, and Building).



2007 - 2008

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

**Staff numbers:** 6+ contractors – Nationwide business

**Position: Sales Manager – Rolling our Customer Service by travelling Kaitaia 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](http://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.



2005 - 2006

Start Date: June 2005

End Date: Sept 2006

**Staff numbers:** 6+ contractors national spread

The Internet Business Development

**Position:** Project Manager, sales, utilizing customer services, 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 subcontractors 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.



1996 - 2007

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

End Date: April 2007

**Staff numbers:** 1+ contractors national spread

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](http://xtra.co.nz), [primeminister.co.nz](http://primeminister.co.nz) as well as local businesses [kbs.co.nz](http://kbs.co.nz), [latimerhotel.co.nz](http://latimerhotel.co.nz), etc.

OSCA

1992 - 2000

Start Date: Mar 1992

End Date: May 2000

**Numbers:** 25 – 45 associates nationwide.

**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 where 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 calibre of function and recognition. I set the bar.

RKE

1983 - 1989

Start Date: Mar 1983

End Date: May 1989

**Numbers:** 16-23 depending on the year, more as we expanded into WOFs and 1 day financed Remove and Refit engines/trans etc.

**Position/Title:** Sole office, wages, admin, quotes, parts, ordering, stock, rosters split day shifts 6.30 am to 7 pm etc.

**Responsibilities:** Manage and Marketing, 3IC. Went overseas for a few years and roamed, came back with two kids 1991

Autographics 1980 - 1983

Start Date: Mar 1980

End Date: May 1983

**Numbers:** 2 – 4 – one artist the rest of the team were casual.

**Position/Title:** Variety of Roles: chief sander, dogs body, fetcher, labourer and model of finished work for magazines.

**Responsibilities:** Turn up and make ugly messes into prepped cleaned, sanded and masked works in progress, chief polisher afterwards.

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

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

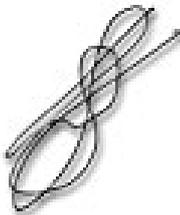
If you feel I have some of the qualities and dynamic you're looking for please call me or my referees.

Regards

Karen Wisse

[karen@hint.co.nz](mailto:karen@hint.co.nz)

Cell 02111 4 22 88



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## Written References

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As the owners of an advertising agency, both my husband Jeremy and I had regular contact with Karen Wisse in her position with a signage company.

In the course of the day, we deal with many suppliers with varying degrees of success. We always try to work on the theory that we are here to solve our clients' problems, not add to them, and we hope the people who supply to us will do the same. Unfortunately this is often not the case, with many suppliers making life more difficult rather than the other way around.

Karen was definitely not one of these.

Not only did she respond to any requests (pretty much always urgent ones!) promptly and cheerfully, and turned the work around quickly and efficiently, but she was also far more proactive than the majority of suppliers we deal with. She often made contact re new initiatives she thought would suit us rather than just waiting for us to come to her.

I would definitely consider her to be one of the best of the suppliers we deal with on a regular basis and would have no hesitation in recommending her to a future employer.

I can be contacted at the address below.

Yours Sincerely  
Julie Wilson  
Partner  
Directions  
Ph 03-3296556

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To Whom It May Concern:

This is to confirm that I have know Karen Wise since Feb 07 when I was approached by her as Operations Manager for Hire a Hubby to do the Nation wide instillations of Sabre Signs new Photo Board signs. I found Karen very approachable, with any problems in establishing a relationship where sorted promptly and efficiently and was always very happy and had a fantastic sense of Humour. I would recommend Karen for a position in this line of work or similar field of marketing and sales without hesitation, and wish her all the best in the future. If you would like to contact me for any questions please don't hesitate to call me

Darren Hutchinson (Hutch)  
Franchise Sales Manager Southern Region  
Mob: 021 490087

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To whom it may concern:

Karen Wisse was formally our main point of contact at Sabre Signs.

Karen was pleasant to deal with, always very efficient with feedback, proofs and pricing for all of our marketing requirements, and also attended our Annual Awards Banquet in Taupo earlier this year as a valued supplier representative.

Receiving great customer service from our suppliers is extremely important to us and our affiliates within the RE/MAX network - Karen truly delivered on this aspect of the business. We appreciate the very professional relationship we had with Karen whilst she was with Sabre Signs and thank her for all of assistance.

Thanks & Kind Regards,  
Angela Sutton - Member Services & Marketing  
RE/MAX New Zealand Regional Office.

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I knew Karen in the capacity of a sales person role. Karen was always very helpful and sorted out any problems should they arise quickly and efficiently. She knew her stock well and would always get back to me in a timely fashion if I wanted something that wasn't standard stock. I found Karen to be extremely professional, courteous and friendly and wouldn't hesitate to give her a job if I had one available.

Regards  
Fiona Robin  
Administrator  
On behalf of Tariq Kundan & Kelly Cross Ray White St Albans