

Pre 1997 Sales and Management

Industries:

- ◆ Pharmacy
- ◆ Beauty
- ◆ Menswear
- ◆ Clothing Manufacture
- ◆ Computers
- ◆ Music
- ◆ Jewelry
- ◆ Gift Ware
- ◆ Video
- ◆ Books & Stationary
- ◆ Staff Training and Management
- ◆ Politics
- ◆ Insurance
- ◆ Freight
- ◆ Security
- ◆ Training Development
- ◆ Medical Benefits
- ◆ Banking
- ◆ Reading and Study Skill Development
- ◆ Casino & Gaming Industry
- ◆ Optical

Specifics:

- ◆ Retail Branch Management
- ◆ Television Promotion
- ◆ Advertising
- ◆ Staff Training
- ◆ Supervision, Delegation and FollowThru
- ◆ VIP Client Management
- ◆ Liaising with Supplier Principals
- ◆ Team Leadership (15 - 30 team members)
- ◆ Office Management
- ◆ Report Devel'ment, Collation & Present'n
- ◆ Managing Prestige Beauty Counters (Estee Lauder, Orlane, Lancome, Clinique)
- ◆ Coty International (98%)
- ◆ Merchandise Presentation
- ◆ Computerised ordering and inventory
- ◆ Direct Sales
- ◆ Retail Sales
- ◆ Client and Sales Records
- ◆ Quotes and Costing
- ◆ CCPE Accredited Trainer (1990)
- ◆ RITA (Training Guarantee Act)
- ◆ Word Processing 48 WPM, 98% accuracy
- ◆ Data Entry 8500+ per hour
- ◆ 1000+ WPM Reading speed
- ◆ Omegatrend Premiere Club Member
- ◆ Apple Computer Australia Sales Recognition
- ◆ Federal Pacific Hotels/Casinos (Employee of the Month)
- ◆ Alectus Employment Agency (Gold Star on File)
- ◆ Front-line Reception (6 lines in, 100 extensions – 300+ calls/day)
- ◆ Telephone Canvassing
- ◆ File and Data Management
- ◆ Dealer & Inspector – Gaming rooms: Black Jack, Roulette, Baccarat & Poker Machines
- ◆ Dealing & Supervising Asian 'Junkets'/High Rollers' Tourist Games
- ◆ Banking Transactions and Reconciliation

Pre 1997 Training and Presenting

Industries:

- ◆ **Training:**
 - ◆ Training Development Officer & Manager (in 2 states – SA & NT Retail Industry Training Counsels)
 - ◆ CCPE Accredited Trainer (Training Guarantee Act)
 - ◆ RITA (Registered Industry Training Agent)
- ◆ **Television & Radio & Public forums:**
 - ◆ ABC TV (Back-up Weather Presenter - 5 years)
 - ◆ Business guest on Day-time TV
 - ◆ Interviewed by ABC '7.30 Report' on Youth Training
 - ◆ 8 Top FM Radio (Announcer)
 - ◆ Public Speaker 50 - 500+ Audience

Including:

- Course Development & Co-ordination
- Preparation
- Administration
- OHT and Resource Development
- Liaison with Retailers & Businesses
- Co-ordination of Sessional Trainers
- Delivery of Material
- Costing, Final Reports and Outcome

Specifics:

- ◆ Instructor - Dynamic Reading Systems International
- ◆ Business & Personal Trainer Self-Development
- ◆ 'Public Speaking' Training (Professional, Ceremonial, Instructional, Confidence Tool)
- ◆ Weather Presenter ABC TV (5 years)
- ◆ 'Body Language'
- ◆ Croupier Staff in Gaming Skills & Procedures
- ◆ 3 day 'Train The Trainer'
- ◆ Health & Beauty Seminars & Workshops
- ◆ Australian Retail Traineeships
- ◆ 5 day CES 'Job Search'
- ◆ 4, 6, 8 & 10 Week 'Job Train/New Start' Programmes
- ◆ '4WD Tour Operator's Course'
- ◆ Trainee Taxi Driver Courses
- ◆ 3 day Storeman's Course
- ◆ 'Professional Selling Skills'
- ◆ 'Advanced Selling Skills'
- ◆ 'Customer Service & Relations'
- ◆ 'Telephone Selling'
- ◆ 'Telephone Courtesy and Service'
- ◆ 'Creating Good Impressions'
- ◆ 'Effective Communication'
- ◆ 'Winning Over Difficult People'
- ◆ 'Motivating Your Team'
- ◆ 'Chain Reaction'
- ◆ 'Merchandise Presentation'
- ◆ 'Retail Security'
- ◆ 'Point Of Sale'
- ◆ 'Stock Control & Management'
- ◆ 'Retail Maths' (Percentages & Multiplication)
- ◆ 'Basic Computer Skills'
- ◆ 'Personal Goal Setting'
- ◆ 'Time Management'
- ◆ 'Personal Budget Management'
- ◆ 'Stack the Odds in Your Favour'
- ◆ 'Attention-Getting Resumes'
- ◆ 'Power of the Written & Spoken Word'
- ◆ 'Trust and Integrity'
- ◆ 'Building Confidence'
- ◆ 'Speech Writing'
- ◆ Wedding & TV Make-up

Companies

- ◆ Pfitzner's Music House
- ◆ The Darwin Pharmacy
- ◆ Federal Pacific Hotels
- ◆ Dynamic Reading Systems International
- ◆ Vitah Fashions
- ◆ Video Connection
- ◆ Mick Palmer (MLA)
- ◆ Kent ComputerPlus
- ◆ The Computer Shop
- ◆ De Vere's Menswear
- ◆ Encyclopaedia Britannica
- ◆ HCF Medical Benefit Fund
- ◆ The ABC Shop
- ◆ Hoskings Hourglass Jewelers
- ◆ Caseys Corner Menswear
- ◆ MMI Insurance
- ◆ ABC TV (Darwin)
- ◆ 8 Top FM Radio (Darwin)
- ◆ NT Retail Industry Training Council
- ◆ Retail Training SA Inc
- ◆ Alectus
- ◆ Centacom
- ◆ TNT General Freight Group
- ◆ Wormalds Security
- ◆ Westpac's Mortgage Processing Centre
- ◆ OPSM Pty Ltd (Aust)
- ◆ Vision Centre
- ◆ Omegatrend International
- ◆ Glenelg Medical Centre
- ◆ OPSM Pty Ltd (Aust)
- ◆ Omegatrend International
- ◆ International Theosophical Society
- ◆ Construction, Forestry, Mining and Energy Union

1997 – 2001 International Contracts

Moved to Malaysia for two and a half years:

As part of the Field Leadership in the set up of Omegatrend (Int) Pty Ltd's operations, helping develop the initial in-country leadership.

- Worked with local businesses, Management, Corporate and Field Leaders to establish systems, protocol and foster relationships to bring the program into the hearts and minds of local people.
- Regular speaker at their local business presentations and seminars and helped setup, co-ordinate and manage their weekly events and training functions.
- Initiated the formation of an additional branch for the internationally renowned Theosophical Society, (founded in 1860). Appointed Vice President of the branch for the duration of my stay in Malaysia. Was involved in:
 - ◆ Initiating, setting up, running and participating in Seminars for the branch

- ◆ Published interviews and articles in local Cosmopolitan women's magazine
- ◆ Arranging and participating in Charity work and regular donations to local orphanages
- ◆ Personal Development presentations specifically aimed at women
- ◆ Edited and co-ordinated the publishing of a book on the basic principles of Spiritual Leadership
- ◆ Designed, built and maintained a 50 page Website

- ◆ **Returned to Australia in December 1999** and spent time with family and on personal pursuits such as reading, writing and relaxing.
 - Also worked in several familiar fields such as administrative and retail management, and various smaller presenting, training and skill-development programs, waiting for the next opportunity to present itself.

2001 - 2004

Coaching Services and Business Development

Industries:

- ◆ Real Estate
- ◆ Stock Market Data Suppliers
- ◆ Clothing retailers and Manufacturers
- ◆ Labour Contractors
- ◆ Restaurants
- ◆ Giftware Wholesalers & Manufacturers
- ◆ Commercial Laundries
- ◆ Dry Cleaners
- ◆ Beauty Clinics
- ◆ Flooring Specialists
- ◆ Electronic Security & Locksmithing
- ◆ Shop Fitting Manufacturers
- ◆ Pharmacies
- ◆ Hairdressers
- ◆ Training Material Developers and Providers
- ◆ Music Providers
- ◆ Plant Nurseries
- ◆ Automotive mechanics
- ◆ Interior Design wholesalers & Retailers
- ◆ Furniture Manufacturers and Retailers
- ◆ Mobile Telecommunications
- ◆ Party Suppliers
- ◆ Food Manufacturers
- ◆ Accountants
- ◆ Theatre Producers
- ◆ Uniform & Promotional Manufacturers

Specifics:

- Invitation in Jan 2001 to come on board as founding member “Business Coach” with a successful Melbourne Action International franchise owner.
- My background in the retail, manufacturing, industrial, government, training and system development sectors, and the presenting, speaking and training success I had experienced was what attracted the invitation.
- **“During these four years I worked with over 30 clients, servicing up to 14 clients a week. In 2003 we were recognized as Action International’s #1 Global Team.”**

2004 – Aug 2006

Research, Coaching, Training and Business Development

Industries:

- Fall Prevention & Building Safety Systems
- Women's Clothing Designers, Manufacturers and Retailers
- Giftware Design, Manufacture and Wholesalers

Specifics

***Completed a three month contract for Aussie Solutions Building Safety Systems**, a major market research project for the General Manager.

- Purpose was to help them determine their future national marketing focus and expansion strategies. Research and achievements included:
 - ◆ Sourcing alternative, innovative and environmentally and economically sound alternatives to existing manufacturing materials
 - ◆ Commercial property and leasing opportunities for interstate expansion
 - ◆ State by state residential building statistics and major trends
 - ◆ Alternative national shipping and distribution options
 - ◆ Prepared and created visual resources and statistical information to compliment expansion plans

Companies:

- **Aussie Solutions** - Fall Prevention & Building Safety Systems
- **Arton Giftware** – Wholesalers & Manufacturers
- **Blue Illusion** - Women's Clothing Designers, Manufacturers and Retailers

***Contracted as an ongoing Business Consultant to Arton Giftware**, one of the largest Designers, Manufacturers and Wholesalers of beautiful giftware in Australia

***Contracted as the Retail Business Coach and National Coordinator for Blue Illusion** retail women's clothing company (38 stores Australia wide) (**Testimonial attached**)

Responsible for many diverse activities and accomplishments for both clients

- All activities related to short term, long term and 'instant fix' developmental training programs
- Designing, implementing, refinement and monitoring all aspects of team development, management and marketing, operations, systems and processes
- Included planning and project development, mentoring, training and coaching the owners in leadership, financial management, marketing and expansion etc.
- Both clients involved me in all areas of their businesses, whether it be for trouble-shooting, brain-storming, practical advice or an experienced opinion

Aug 2006

Online Marketing and Management Australia (OMMA)

OMMA was set up to provide a "Done For You" service for business owners, to drive existing online search engine traffic to their websites. Services include industry and keyword research, website optimization & copywriting, set up of all Google Adword campaigns and weekly reporting.

Additional Copywriting, logo and stationary design, specialised industry report writing and other consulting services are also available as required. Most clients are gained through referrals.

I still maintain consulting and coaching relationships with some long-term clients for their further business and personal growth, including strategic business planning and internal leadership.