

Carmen Traise  
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**Summary**

A results-oriented professional with proven abilities in sales, marketing, and community engagement, improving efficiency of operations, team building, and detailing, project information to determine effective processes for operations. Able to identify areas of strength and weakness and implement company policies, standards, changes in operation, and systems that optimise productivity and the bottom line. Demonstrated ability to motivate staff to maximum productivity and control costs through the most effective users of manpower and available resources within a diverse range of practical experience.

**Career history****Sales and Marketing Manager at FUJIFILM**

Mar 2017 - Present (7 years 11 months)

- Territory sales and support, including technical information to customer and staff.
- Data consolidation on new equipment including staff training and support
- Coordinating production of advertising involving specialised activities, such as artwork, copywriting, media scripting, television and film production and media placement, within time and budget constraints
- Promotion and design of collateral living the business including all templates, brochures, and flyers.
- Arrangement of staff activities through sponsorship and attendance of events.
- Implements plans for advertising, public relations, sponsorship negotiations and contracts sales and marketing in consultation with other managers.
- Support of all suitable events, that promote Fuji Business Centre

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**Senior Employment and Training Officer at UnitingCare Community**

Aug 2012 - Jan 2017 (4 years 6 months)

- To engage clients in order to determine any barriers to employment and address these barriers through the provision of appropriate support and/or referrals to help enable clients to gain long- term employment.
- Provide competent case management services in accordance with relevant UCC policies and procedures, UCC Employment Services Work Instructions, Disability Service Standards, Disability Employment Services Guidelines and Relevant legislation

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- Provide effective individual assessment and case management for clients who are registered with Service, monitor the individual client's progress in the program ensuring all clients have a current Employment Pathway Plan and maintain up-to-date client case documentation including client file notes in accordance with UCC Employment Services Work Instructions and Disability Employment Service Guidelines
- Profile pre-employment training to individual clients or groups in order to assist them to become job ready and confident with job search activities
- Assist clients to become job ready and cold canvass suitable vacancies and support client to gain and maintain long-term employment
- Effectively communicate with clients and respective parties, attend and participate in service meetings and undertake other ad hoc duties for management as required
- Assist in the publicity and promotion of UCC Employment Services to existing clients and the local community
- Work within the policies and procedures of UCC and the provisions of the WHS and other relevant Legislation, including support for injured workers and full participation in return to work plans

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### **Training and Development Coordinator** at Endeavour Foundation

May 2009 - Aug 2012 (3 years 4 months)

- Supervision monitoring and training of staff, developing training packages for delivery
- Training of staff and clients suiting individual needs
- Client consulting to overcome employment barriers, developing people with injury or disability for suitable employment
- Negotiating with third party services for client support
- Deterring behaviours with clients, improving employment prospects
- Assisting with employment applications including selection criteria's, resumes, education, and appropriate interview skills.

Achievements - improving programs for clients and staff improving efficiencies and progress for clients and staff

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**South West Queensland Relay for Life Coordinator** at Cancer Council

Mar 2008 - May 2009 (1 year 2 months)

- Supervision of volunteers in various locations, and recruiting new volunteers
- Event Management, and creating and implementing new event within the region
- Negotiation and sourcing donations and advertising for events
- Health and safety compliance checks for events

Achievements - The integration of a wider community to the region's largest event

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**Motor Specialist / Fraud Detection** at Suncorp

Jun 2001 - Dec 2007 (6 years 7 months)

- Negotiating with other Insurance Companies
  - Death calls specialised
  - Product and System support for staff
  - Reporting suspected fraudulent claims with point for investigation
  - Data entry, using Cogen, Arnie, CPS, and other company Software
  - Assisting staff with vehicle specifications
  - CTP Specialist / Acting PSSO (Product Support & Systems Officer)
  - Customer support and education with product and System support for staff and arranging Training and updates
  - Reporting and report designing using Microsoft Excel
  - Data entry, and using quoting systems
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**Technical Officer** at NHP Electrical Engineering Products

Apr 1999 - Mar 2001 (2 years)

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**Floor Supervisor** at Australian Army - Workshop Production Controller | Part Inventory / Issuing Supervisor

Entertainment / Event Coordinator

Apr 1988 - Feb 1999 (10 years 11 months)

- Supervision and training of civilian and military staff including job management and controlling repair priorities
- Controlling repairable parts workflow in / out of workshop with parts availabilities and information and customer / management liaison / Stocktaking
- Maintenance of Priority Repair Database
- Liaising with Aircraft Engineers on Parts and Technical Information

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- Producing Manpower Statistics and Producing Serviceability Statistics
  - Supervising Issues to internal and external customers
  - Disposal of hazardous and Non - Hazardous Equipment / Parts
  - Maintaining Database Register of work
  - Occupational Health and Safety
  - Organising of Unit Functions / Organising Unit Charities Events

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### **Skills**

High level compliance, Audit and compliance targets, Recruitment, staff management and training, Cert IV Front Line Management, Cert IV TAE, Logistics Warehousing, Administration Senior, Software Support, Telephone sales, Total Loss Claims, Parts Interpreting (Elec & Aviation), Recruitment & HR, Marketing and Events

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### **Qualifications**

Cert IV Frontline Management	Cert IV TAE	Conflict Resolution
Total Quality Management	Discrimination Awareness	Workplace Negotiation
Cultural Differences in Australia		

### **Computing Skills**

BPCS – (Electrical Supply Systems)	ESS / Carelink People services	SDSS Computing Systems
CAMM (Aviation system)	EMEMIC Computing Systems	SDSS Computing Systems
Microsoft Office Word	Microsoft Office Powerpoint	Microsoft Office Excel
Microsoft Office Publisher	Canva	Adobe Suite
Apple iWorks Software packages		