

**NAME** **Martine Casagrande**  
**ADDRESS** 27 Black Wallaby Drive,  
Langwarrin VIC 3910  
**E-MAIL** martinedcasagrande@gmail.com  
**LINKEDIN** au.linkedin.com/in/martine-casagrande-35905425  
**PHONE** **0417 908 022**

**PROFESSIONAL  
PROFILE**

A senior business leader, coach, mentor and instructor with more than 20 years of valuable experience. Having owned multiple successful businesses I have built from the ground up to multimillion-dollar turnovers, I have developed acumen in all aspects of business. I possess quality experience in communication, staff development, business strategy, organisational and time management without compromise of brand reputation.

As a coach, mentor and tutor, I use my strong leadership, expert articulation and purposeful communication along with authentic rapport to create positive outcomes. In addition, I have advanced experience in negotiating, planning, and creating positive change through the implementation of innovative strategies. I embrace diversity.

**KEY COMPETENCIES**

**Leadership & Management**

- Training leaders to excel, implement their mission and achieve their vision
- Adaptable, resource full and able to improvise where required, leading by inspiring and motivating people towards affective practices, work life balance, mindfulness, productivity, time efficiency and successful results
- Results driven with Mission, Message and Vision at the forefront in alignment with company values and goals

**Business Acumen**

- Competent and confident in the process of forming a concept into a business, to the development and successful management of
- All round appreciation of admin, payroll, planning, systems, staffing, accounting, product/service knowledge, procedures, customer service, advertising, business development, strategy and profit margins
- Can readily adapt and tailor my approach adding value to any industry

**Customer Service**

- Consistently delivering exceptionally high-level customer service with focus on quality and total satisfaction
- An outstanding communicator who readily builds authentic rapport with people from all walks of life, ages, cultures, and backgrounds
- A good sound business reputation of integrity earning customer loyalty throughout every endeavour

**Continuous Improvement**

- A catalyst and driver of change, influencing others to improve productivity and effectiveness through innovative ideas
- Empowering clients to overcome obstacles through mindset shifts and achieving goals towards positive lifestyle changes.
- Developing creative solutions involving systems and procedures to meet business needs
- Identifying, planning, and implementing continuous improvement activities and management of performance

**CAREER GOAL**

To secure a role within an organisation with a good culture where I can add value by utilising my diverse skill set. I would like the opportunity to be part of a team of motivated individuals contributing uniquely to common goals, inspired towards exceptional results that make a difference.

**CAREER SUMMARY****COMPANY****Melbourne Polytechnic TAFE**

Offering a wide range of innovative TAFE (VET) and Higher Education (Degrees) that prepare students for the workplace with courses focus on practical skills and hands-on experience.

Feb 2020 – Current

**Volunteer English Language Tutor**

Having been allocated an Afghani learner and her family, my role is to tutor my student to help her to improve her English skills. The tutoring role expands to working with the entire family of 7 adults assisting them to understand the rules and regulations in Australia as well as the language to bring them to a stage where they are independent and capable. The role has become an online service where the main learner and her family meet with me a number of times each week for ongoing lessons.

**Responsibilities**

- Building rapport and trust with learners and offering an exceptional standard of customer service. Developing a deeper relationship resulting in satisfied clients
- Offering engaging, interesting, and practical lessons to the learner and her family in order to build upon their language skills in the aim of each student being able to communicate easily with English language speakers making themselves understood and comprehending the messages they are receiving
- Supplying a range of different homework options from text messaging, video making, English grammar worksheets, games and recipe reading tasks
- Monitoring the wellbeing and livelihood of the family through paying an interest in how they are faring from week to week in conversation
- Assisting with assimilation into Australia by teaching accountabilities and responsibilities required of residents such as cultural expectations, services available, rights, telephone enquiry making skills and methods, financial needs and assistances, medical attention, important locations, and vicinities of significant industries and establishments, travel know-how, transitional challenges, do's and don'ts of living in Australia and acquainting individuals to what is available to Australian residents
- Assisting the family with immigration applications for citizenship and visas, including organizing all data, compiling and correlating official and legal details and helping translate the information in order to complete each section of the application successfully
- Teaching the learner and family the norms of Australian living through conversational methods
- Informing the learner and her family of important and notable dates and occasions in Australia and Victoria to ensure they have the opportunities available to participate in or attend any functions and events they may wish to choose
- Timely and accurate completion of all reporting apps and modules consequently keeping all records current with new information including the teaching methods used in the lessons and interactions

- Complying with all regulations and governance
- Using Blended Learning Strategies and simultaneously handling a number of internet programs such as Skype and Padlet to bring the learners the most innovative lessons and experiences available
- Attending all further trainings and teaching workshops

### **Key Achievements**

- Development of substantial rapport and deep trust
- Introduction to many community lifestyle luxuries and availabilities
- Smooth transitioning into Australian life
- Successful translation of documents for residential purposes
- Learners having a great deal more freedom by being able to communicate in English
- Becoming an accredited ESL and IELTS language tutor through TESOL
- Building a range of resources that can be shared with other tutors

### **COMPANY**

#### **Monash University**

Monash University is one of Australia's leading universities and ranks among the world's top 100. Monash University is a public research university based in Melbourne.

October 2019 – June 2020

#### **Exam Dispatch Officer**

This casual position requires me to be an integral part of a small team, providing a broad range of administrative assistance for the centralised examinations held at the Caulfield Racecourse. In a fast paced and time sensitive environment, this role helps to ensure the efficient and effective preparation and delivery of completed examination papers to the faculties across campuses.

#### **Responsibilities**

- Assist with pre-exam preparation and setup of the dispatch room at the Caulfield Racecourse
- Assist with the accurate receipt, sorting, and preparation of bundled exam papers for dispatch to the correct destinations
- Maintain accurate records for incoming and outgoing courier collections and deliveries
- Assist with resolving routine inquiries
- Proactively contribute in identifying process, procedure and system improvements
- Provide ad hoc administrative assistance as required
- Communicate and interact with excellence to both academic and general staff at the University
- Skillfully operate contemporary computer business packages and tools such as the Microsoft Office suite of software, email and the internet with the ability to quickly acquire skills in the use of new software packages
- Follow instructions and established procedures
- Maintain sound organisational and time management including setting priorities and performing well under pressure

- Perform high-volume repetitive tasks with a high degree of accuracy and consistency
- Vigilantly stay aware of the need for, and to maintain confidentiality of documents and information

### **Key Achievements**

- Working independently to setup pre-exam preparation of the dispatch room in a highly effective manner at the Caulfield Racecourse following instructions and established procedures resulting in a smooth streamlined operation
- Having performed high-volume repetitive tasks with the highest degree of accuracy and consistency resulting in 100% of completed exam papers being received by the correct faculty or academic examiner which has been marked as a rare occurrence over many years by the Exam Centre Manager.
- Managed time and set priorities excellently under high levels of pressure on a daily basis and applying myself energetically to the extremely long hours over a five-week period
- Committed to being available no matter what time or day that my services are required
- Learning and proficiently operating multiple complex tasks within a short period time
- Liaising and communicating with high resolution to complete tasks accurately and effectively

### **COMPANY**

#### **Living & Loving It - Yoga, Coaching and Wellness Centre**

I developed the business with the view to holistically improve lives through wellbeing practices. The business provides services such as NLP (Neuro-linguistic programming) life coaching, Alchemical practices, involving one-on-one and group sessions to improve personal, financial, relationship, career, family and health issues. Yoga and meditation classes are also conducted instructing clients in the practice of mind, body and energy unity through yoga postures, mindfulness, meditation, yogic therapies and ancient philosophy.

January 2014 – Current

#### **Owner / Manager - Casual Teacher/Coach**

Acquiring extensive experience overseas in Personal Transformation and Change Technologies, I operated the business on a casual basis delivering life coaching sessions such as effective parenting techniques, confidence, understanding relationships and eliminating fears and phobias. As a qualified Yoga Teacher, weekly I conduct a number of one-hour yoga classes for flexibility, back care, pre and post natal, weight loss, emotional stability, general health and classes for children and the elderly.

#### **Responsibilities**

- Carrying out all aspects of managing business including following client privacy and indemnity protocol, writing and delivering classes, purchasing required materials, holding life coaching consultations, creating and presenting workshops, advertising, developing blogs, website and media engagement, invoicing and accounting, networking and promoting, client retention strategies, public speaking sessions, and business development
- Working in partnership with life coaching clients, assessing current circumstances, goals, changes required and formulating strategies to meet individual desires. Writing customised coaching reports with action steps to be followed after each consultation and keeping secure and private client records
- Consistently undertaking up-to-date knowledge and skills within the industry



**FURTHER EXPERIENCE:** I commenced my career as a Nurse's Aide, PCA and Childcare Worker as well as several other positions including roles as an Activities Coordinator and Lifestyle Manager within Aged Care and then a role as a Research and Promotions Clerk for a television personality before joining Combined Building Consultants in a full-time capacity in 1999.

**PROFESSIONAL DEVELOPMENT**

Certificate International TESOL - (Teaching English to Speakers of Other Languages)  
Certificate International IELTS - (Teaching of International English Language Testing System)  
Certificate II in Office Administration  
Certification in Basic Typing  
Certification in Communication  
Certification M.Y.O.B.8.0 (including payroll)  
Certification in Neuro-Linguistic Programming  
Certification in Trainer of Neuro-Linguistic Programming  
Certification in Platform and Presentation Skills  
Certification in Introduction to Human Behaviour  
Certification in Introduction to Customer Service  
Certificate III in Aged Care - PCA  
Current First Aide, Life Support & Resuscitation Certificate  
Current National Police History Check  
Current Working With Children Check

**SOFTWARE APPLICATIONS**

Proficient in the use of MS Office Suite  
MYOB  
MAC  
Sabre GDS  
Quickdox  
CLIENT  
Infinity iBuild  
Google Docs  
ZOOM  
Padlet  
Skype

**PROFESSIONAL MEMBERSHIPS**

Rotary Leadership institute  
RC Jakarta Gambir (Previous)  
British Chamber of Commerce  
Meditation Association of Australia  
International Coach Federation  
Yoga Australia

**PERSONAL INTERESTS**

Travel and culture are a passion of mine having had the opportunity to travel and live in a number of different countries around the world. I enjoy the diversity of a multi-cultural society and often gravitate to places in my community offering a variety of lifestyles, food and interests.

Teaching people and being an advisor or sounding board is very much a part of my nature and something that inspires me in and out of the workplace.

I am an avid learner and aspire to take short courses on subjects of interest regularly each

year.

I am a certificated yoga and meditation instructor, which I have utilised in both my personal and professional life for many years. The science of wellness is a practice that is very much in line with my values and my qualifications include:

Certification in Yoga Teaching

Certification in Yogic Philosophy

Certification in Pranayama (Breath work)

Certification in Meditation Teaching

Certification in Basic Ayurvedic Wellbeing Therapy

**COMMUNITY  
INVOLVEMENT**

I participate at Dress for Success Mornington Peninsula. The mission of Dress for Success is to empower women to achieve economic independence by providing a network of support, professional attire and the development tools to help women thrive in work and in life.

I am a volunteer English Tutor through VTS, Volunteer Tutor Scheme associated with Australian Migrant English Programme, teaching English as a second language to people migrating to Australia. Weekly, I work one on one and with groups of students requiring English language skills

**REFEREES**

Referees available on request