

# Pauline Kiri Haehae Hayes

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A lifetime in people focused professions with skills readily translatable to any area of work that involves assisting people. My specific field of experience is sales, customer service, training and education, business building.

Skills and attributes:

- Excellent Frontline Customer Service
- Strong customer service ethic
- Experience hosting large professional group gatherings
- Good administrative and organizational skills
- Excellent communication, written and oral
- Attention to detail & good time management
- Computer literate
- Read, interpret, implement technical & legislative information and convey to & train others
- Initiative, independent, team player
- Applies good judgment in recommending solutions
- Conflict resolution/solution management
- Business building skills
- Negotiation & relationship building with clients and business stakeholders
- High level of initiative and very self-motivated
- Flexible & Adaptable
- Positive can-do attitude

Since returning to the Gisborne region, I explored other opportunities, professional development and worked in the civil works and construction industry.

## Work Experience

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### ISO Ltd, Gisborne – Terminal Tractor Operator

**May 2021 – present day**

- Safe transportation of logs from the yard to the ship at berth

### Siteworx Civil Ltd – STMS/General Hand

**Jan – May 2021**

- Traffic Management & Safety
- Incidence response
- General Labour
- Landscape maintenance
- Road maintenance

### **Achievements**

- Implement Traffic Management Plan, daily setup and pack down of worksite traffic management equipment
- General hand duties, work site tidied and safe
- Successfully passed ACC and Medical checks

- Increased physical fitness & strength
- Special mention of my positive contribution to public perception of our work crew and works progress to GDC.

**Fulton Hogan Ltd, Gisborne – General Hand**

**Sept 2020 – November 2020**

Full time, fixed term contract 31 August to 23 November

- Traffic Management & Safety
- Incidence response
- General Labour
- Landscape maintenance
- Road maintenance

**Achievements**

- Successful completion of program with Fulton Hogan offered as part of the initiative undertaken by Tairāwhiti Road Transport in partnership with the Provincial Growth Fund.
- Successfully passed all Police, ACC and Medical checks.
- Qualifications gained – STMS Level 1, First Aid, Construct Safe, Class 2 driver's license.

**bWellness/Brauer Professional PTY Ltd – Territory Manager NZ**  
**– August 2019**

**January 2011**

Auckland based practitioner consultant, working directly with and educating natural health practitioners, doctors, naturopaths, osteopaths, chiropractors, qualified retail outlets. Attend, grow and initiate, functions, seminars and trade events. Develop and deliver training presentations. Liaise with industry associations and training colleges.

- Generate and increase sales
- Business development
- Conduct product trainings and sales trainings
- Create and deliver presentations to customer groups
- Maintain and develop customer relationships
- Host seminar events

**Achievements**

- Significant growth in sales, targets achieved and exceeded
- Seminar attendances targets achieved and exceeded
- Customer database increased
- Improve and strengthen major stakeholder relationships – 3 NZ distributors, their technical staff, practitioners and retailers
- In 2015 awarded travel to Germany to meet our major European suppliers and attend Baden-Baden Medical Week Conference

### **Waipiro A22B3 Incorporation, Chairperson**

**February 2013 – Nov 2017**

Our small whanau land holding on the east coast. Assisted shareholders to navigate the regulatory process, added another income stream (beekeeping), negotiated ongoing terms, land improvements, rental increase with longterm grazing tenant. Attend the Maori Land Court on behalf of the incorporation.

- Met regulatory obligations with the Maori Land Court
- Communicate and update our business activities with the shareholders annually
- Educate committee and shareholders on the Maori Incorporations Constitution Regulations 1994 and navigate the Te Ture Whenua Maori Act 1993.
- Maintain and improve the earning capacity of the land.
- Navigate the incorporation's future

#### **Achievements**

- Met regulatory obligations with the Maori Land Court
- Communicate Incorporations regulatory obligations to shareholders and fulfilling those
- Communicate the functions/activities/future aims of the committee, general meeting procedures and appropriate conduct
- 2013 – 2015 increase incorporation annual income by 25%
- Successfully navigated the Maori Land Court process
- 2016 – added a further 60% to annual income
- 2016 – obtained significant funding for erosion control with the Ministry of Primary Industries with assistance and input from the Gisborne District Council.
- Reviving good working relationships with grazing tenant, beekeeper, shareholders and within our committee and community including Gisborne City Council, MPI and surrounding land owners.

### **FIT Bioceuticals NZ LTD – Practitioner Consultant**

**November 2006 - 2011**

Auckland based practitioner nutritional supplement company, working directly with natural health practitioners, doctors, naturopaths, osteopaths, chiropractors, qualified retail outlets. Attend functions, seminars and trade events. Liaise with industry associations and training colleges.

- Generate sales
- Business development
- Maintain and grow present customer relationships
- Grow customer database
- Conduct product trainings and sales trainings for practitioners and students on a regular basis

#### **Achievements**

- My successes with Bioceuticals were significant enough to draw the attention of a competing company and I was subsequently head hunted for my next role with Brauer Professional PTY Ltd in 2011.

## Relevant Education

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### Work Courses 2020 & Achievements

- First Aid
- Construct Safe
- Traffic Controller, TC Basic Level 1
- Site Traffic Management Supervisor, STMS Level 1
- Wheels, tracks and rollers license endorsement
- Class 2 driving license endorsement
- Class P license endorsement

### South Pacific College of Natural Medicine, Auckland 1996

- Diploma of Herbal Medicine
- Diploma of Naturopathy

## Referees

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### Employers

- Rick Piotrowski, General Manager, bWellness PTY Ltd, Adelaide, +61 402 411 502 (*written reference available*)
- Chris Rieger, Managing Director, Pacific Health & Fitness International Ltd, Auckland 09 815 0707 (*written reference available*)
- Sarah Comber, Fulton Hogan Gisborne, 027 267 8010
- Blair Judd, General Manager, Siteworx Civil Ltd 021 910 928

### Customers

- Robin Rodgers, Christchurch professional health practitioner 25 years, 021 834 953
- Anita Patel, Eden Health & Beauty, Auckland +20yrs, +61 418 324 827
- Dr Kyle Neeley, Nelson + 20yrs, 027 545 8126