



Karmi Painter

SOMATOLOGIST/NAIL & MAKE-UP ARTIST

CORPORATE / AVIATION TRAINER

AVIATION STANDARDS SPECIALIST

CAA Cabin Crew License | National Diploma | International Diploma in Somatology

Nationality: South African

Languages: English | Afrikaans

PROFESSIONAL PROFILE

As an accomplished Chief Operating and Standards Officer with nearly two decades of experience in aviation and corporate sectors, I specialize in providing comprehensive corporate training. My focus includes imparting social skills and personal grooming training to professionals, employees, business owners, and customer-facing staff.

With a keen interest in the Beauty and Aesthetics industry, I am exploring the opportunity to run my own studio. Leveraging my corporate training background, I aim to create a unique space where beauty and professional development converge seamlessly. The goal is to provide services that enhance both outward appearance and interpersonal skills, fostering confidence and success in both personal and professional realms.

CAREER ACCOMPLISHMENTS

- **K a r m i**
 - After successfully running my own business as a sideline since 2010, I have made the decision to transition to a full-time commitment to my entrepreneurial venture. Currently working towards my Paramedical tattooing qualification, my focus is on expanding my expertise to make a meaningful impact on individuals seeking improvement in their appearance.
 - With a passion for helping people feel better about themselves, I am dedicated to leveraging my skills in the Beauty and Aesthetics industry. My goal is to provide specialized Paramedical tattooing services, offering a unique solution to individuals looking to enhance their confidence and well-being. By combining my extensive corporate training background with the artistry of beauty, I aim to create a space where individuals can undergo transformative experiences, both physically and emotionally
- **HANLEY TECHNOLOGIES and Capitec Bank deal**
 - Capitec developed a platform for their 16 000 employees and 10 000 000 customers with pre-approved finance to be able to buy IT related products. I facilitated the deal for Hanley laptops to be supplied for this purpose.
 - Facilitated and project managed the supply of 2000 laptops to Rostec education, and ensuring the continuation of further projects.
 - Coordinated and supported the efforts of the Hanley Foundation in the delivery of various social responsibility projects.
- **Training Course Development**
 - **Hygiene & Grooming:** Researched, wrote, and facilitated the course for 700 cabin Crew. The course covered all aspects of personal hygiene, make-up, and uniform standards. Trained 2 other trainers to present the course.
 - **Basic Skincare, Grooming & Posture:** Approached by management to develop a course to train all ground personnel, the training department and management in grooming, make-up skills and etiquette. After obtaining all requirements, developed the course material and trained another 2 trainers to assist in presenting the course. With the assistance of management, brought Ralo on board as sponsor for the make-up required for the training. Together with another 2 trainers, trained 2500 staff from Cape Town to Zimbabwe. The training was done in 2 parts, theory and practical.
- **Comair IT System Development & Implementation Project**

For the assessment of cabin crew, a system that can be used offline and then create the necessary documents when online was required. Collaborated with IT, Training and Cabin Services departments to create a system that covered all their requirements. The program took 5 months to complete and was tested on 600 crew after implementation. As a part of portfolio, responsible for up keeping, changes on the backend as well as troubleshooting.

PROFESSIONAL SKILLS & EXPERTISE

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|--------------------------|--------------------------|------------------------|
| • Content Creation | • Marketing & Sales | • Mentoring & Coaching |
| • Show Presenting | • Financial Management | • Group Facilitating |
| • Cosmetology | • Quality Assessment | • Resource Management |
| • Training & Development | • Sponsorship Management | • Strategic Management |

- Problem-solving
- Leadership
- Conflict Resolution
- Quality Control
- Online Presenting
- Time Management
- Generation Gap Management
- Styling & Make-up
- Teamwork
- Adaptability
- Project Management
- Personal Stylist

SYSTEM & PROGRAMME KNOWLEDGE

- MS Suite (Word/Excel/PowerPoint/Outlook)
- Saber (Internal Airline Software)
- Customized Integrated Airline IT System

EDUCATION & PROFESSIONAL QUALIFICATIONS

- **CAA Cabin Crew License (No 27402761)**, Aviation Authority (2002)
- **National Diploma**, South African Association of Health & Skincare Professionals (2001)
- **International Diploma in Somatology**, Potchefstroom Academy (2001)
- **International Diploma in Somatology**, CIDESCO (2001)
- **National Senior Certificate (Matric)**, Hoërskool Drieheek (1999)

PROFESSIONAL DEVELOPMENT COURSES

- Competency-based interviewing course (2017)
- Generational leadership (2015)
- Assessors Skills /Conduct outcome-based Assessments (2010)
- Train the Trainer (2006)
- Exercise Technology, North-West University (2001)
- Entrepreneurial skills, North-West University (2001)
- Basic Induttrauma – Level 1 (2000)

PROFESSIONAL CAREER HIGHLIGHTS

Chief Operating Officer & Board Member | Hanley Group | 2021 – 2023

Hanley Technologies was founded in 2007 by a previously disadvantaged individual. Through dedication and focus, the business grew into a distinguished and reputable ICT services company. Since the establishment, the company has specialised in providing IT infrastructure solutions and related services to public and private sector clients.

Key areas of responsibilities

- Strategic contributor as Board Member.
- Established company values aligned with the company vision of becoming SA's premium hardware OEM and services systems integrator.
- Overseeing the day to day collaboration of various departments, such as HR, finance and IT to ensure operational goals are achieved.
- Business development.
- Funding and bridging finance.
- Maintaining relationships with key partners and clients.
- Working closely with the CEO and executive team to ensure continuous alignment and measurement of agreed goals.

Presenter & Content Writer | Wondermooi: Wonder TV | Cape Town, South Africa | 2020 – 2021

WonderTV is a digital TV platform hosted by DigiTV, the largest digital platform for streaming in Africa. Born during the COVID pandemic, the channel was created for Women by Women and hosts a variety of topical shows from DIY to beauty. Fortunate enough to be a part of the initial process and was offered the opportunity to host a show. Wondermooi was created to help the everyday girl look and feel her best and covers everything from basic skincare, makeup and clothing with many tips, facts and how to's.

Key areas of responsibilities

- Research and forward planning to identify proactive opportunities and gain a competitive edge.
- Conduct market research to keep content current and relevant.
- Manage the editorial process: writing, editing, subbing, and quality control.
- Source all sponsors for the show and topical episodes.
- Source locations, compile script and style each show according to topic.
- Build and maintain relationships with relevant industry experts and stakeholders.

Comair Limited | Cape Town, South Africa | 2002 – 2019

1. Cabin Standards Officer | 2016 – 2019

Conduct live onboard assessments for Cabin Crew as required by the Civil Aviation Authority to ensure standards are upheld and responsible for coordinating crew audits by CAA and IOSA as and when required. Reported to the Standards Manager who reported to the OPS Director.

Key areas of responsibilities

- Compile the test papers that the crew write as part of their assessment.
- Responsible for maintaining the safety and service standards for 600 staff members.
- Mentoring and coaching cabin crew.
- Act as the link between business and IT.
- Interdepartmental collaboration between training and IT, Cabin Services, Planning, Engineering, and ground staff.
- Full accountability for the customized live IT system used for assessments (Comair IT system development and implementation project). By law, any change to procedures or requirements must be changed on the airline's internal IT system as well, requiring the system to reprogram each time. New original documentation had to be generated and approved by CAA before it went live. Update the system, load new documents, and troubleshoot backend any issues.

2. Cabin Controller & Trainer | 2002 – 2016**Trainer**

- Developed a Personal Hygiene and grooming course for Cabin Crew.
- Trained cabin Crew in above course as well as uniform regulations and practical makeup training for female crew.
- Developed and wrote a course in grooming and soft skills for all Comair ground staff.
- Trained 2500 staff including management in the above course.

Cabin Controller

- General onboard management.
- Manage onboard sales.
- Responsible for grooming training of new and current cabin crew and ground staff.
- Compiling and updating of all training material including learner and facilitator guides.
- Aligning training material to Unit Standards.
- Assessment of crew members.

Trainer & Owner | MINC | Pretoria, South Africa | 2011 – 2016

Due to flexible working hours at Comair (5am – 12pm weekdays and some weekends) and with Comair's consent, started a business focused on personal care and soft skills training for corporate companies like Boston City Campus and River Club Golf Club, as well as services like photographers, and make-up artists and stylists for clients in the fashion industry including Philosophy, Andre Croucamp, Jenny Button, Nadine Blom and Top Model SA.

Key areas of responsibilities

- Developed a course in Personal Hygiene, Grooming, Telephone Etiquette and Body language.
- Developed a Grooming and Uniform policy for River Club.
- Facilitated the developed courses to various companies including EPT aviation, Boston City Campus, Protea Fire and Ice Hotel and River Club Golf Club.
- All programs included practical make-up training for ladies and focused on 3 basic everyday looks that can be worn in a corporate environment.

EARLIER CAREER HIGHLIGHTS

Part-time Marketer & Sales Consultant | Montpellier Wine Estate | Cape Town, South Africa | 2014 – 2016

Managing Therapist | Body & Nail Concepts | Cape Town, South Africa | 2002

Co-Operative Training: Beauty & Body Therapist | Various Salons | Cape Town, South Africa | 2000 – 2001

Contactable references available upon request