



**Joanne Brooks**

ILP / MFAA / FBAA Member  
WIMB Network

#### Areas of Expertise

#### Experience Summary

**Joanne Brooks** has over 27 years of experience in the financial services industry from sales, general management, specialised technical skills, recruitment and training.

In a training role she facilitates and personally conducts training in response to the needs of the client whether they be large corporate organisations or small to medium businesses.

Joanne's inclusive and enthusiastic style ensures an environment conducive to learning and development. Her philosophy is "grow the people to grow the business" In training and facilitation assignments, her focus is on achieving the "aha factor" and bottom line results for organisations.

Clients and participants value Joanne for her enthusiasm, professionalism with a pleasant mix of humour and education.

- Finance
- Customer Service
- Communication Skills
- Management & Leadership
- Sales
- Technical skills in all facets of lending

#### Industry Experience

- Over 27 years in the Financial Services Sector
- 12 years as a facilitator / trainer

#### University, Training & Industry Qualifications

- Diploma in Financial Services (Finance Mortgage Broking )
- Cert IV in Training & Assessment

#### Career Achievements

- Wrote the Diploma in Financial Services (Finance Mortgage Broking ) for DeakinPrime University
- Wrote the Cert IV in Financial Services (Finance Mortgage Broking) for Origin Human Resources
- Created own Finance technical training programs

#### Testimonials

- The Plant and Equipment Lending Course has already paid for itself. I have just settled my first chattel mortgage loan less than 2 weeks after doing your course. If I had not done the course, I would not have had the confidence to say to my client, "Yes, I can help you with your motor vehicle finance – would like me to arrange a quote?" I won the deal and the brokerage has paid for the course. Your course had the right balance of theory and practice, was well delivered and, as it turns out, was very timely for me to step out into the plant and equipment finance area. Thanks again and please keep me informed of any future training courses that you are running. "Jeff"
- Joanne has been instrumental ensuring I achieved my goals. "Tammy"
- The Cert IV is a great idea for anyone looking to become part of the finance/mortgage broking industry. The material was well structured, in-depth and relevant. The course was challenging but ultimately very rewarding, and the support was excellent. Thank you Joanne. "Ben"
- I now manage my business more effectively and have put into place the systems I learnt at the Profit or Peril program. Thankyou Joanne. "Brad"