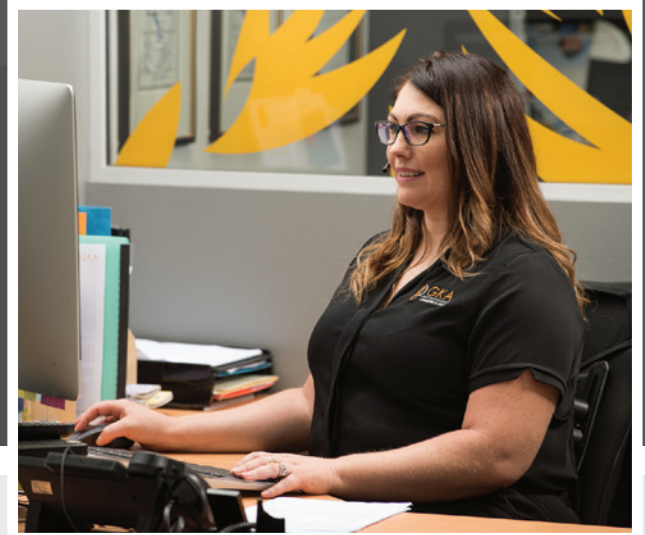


EXECUTIVE PROFILE

Courtney Carstens

OPERATIONS MANAGER



QUALIFICATIONS

Certificate 4 Business Management

ROLE

Operational management

SPECIALISATION

Running an efficient team of investigators and support staff with the single minded goal of providing the best client service possible.

Courtney ensures that the organisation runs as a well oiled machine and this involves a diverse range of tasks from allocating and scheduling matters to the investigators to managing the work flow of the administrative team, from supporting the CEO through the provision of whole of business reports to providing training to new staff members. Courtney is at the very heart of GKAIG.

JOINED GKAIG

May 2016

JOBS MANAGED

During the last 3 years Courtney has managed over 3,000 active matters.

OUTSIDE OF WORK

Courtney manages the stress levels by relaxing in nature with friends and family. She particularly enjoys cooking and baking and sharing those skills with her 11 year old daughter.

“Focus on the right processes and ensure everyone follows them and you’ll be amazed by how much can be achieved.”

1800 434 737

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