

**Objective**

To increase employee and organizational performance by facilitating relevant training and development programs.

**Qualifications**

- Diploma in Adult Instruction and Train the Trainer Certificate
- Facilitate management, communication, customer service and sales training
- Led business transformation and process change
- Experience in employee and team development
- 12 years working in collaboration with leaders on improving employee and business performance
- Bachelor of Commerce; International Marketing Minor
- Consultative relationship developer experienced at resolving problems through collaborative efforts

**Experience**

**Consultant and Owner, Assess Your Talent**

2009 to  
Current

- Facilitated training in customer service, sales, conflict resolution, management and communication skills
- Developed and delivered an 18 hour course and manual on core management skills
- Increased knowledge in strength based development
- Delivered presentations to human resource leaders on managing employee performance
- Wrote articles on employee performance for Business in Vancouver, PeopleTalk and North Shore News

**Director, Sales and Marketing, Pinnacle Pursuits**

2008

- Customized experiential learning programs to align with team performance challenges
- Planned and helped execute team building programs
- Facilitated internal business strategy meetings
- Improved workplace morale by consulting employees on challenges in regards to organizational change

**Director, Client Development, Caliber Leadership**

2007 to  
2008

- Developed knowledge of human resource best practices by working closely with consultants
- Identified solutions to client leadership, training, performance and employee engagement challenges
- Managed client engagement resulting in significant increases in new business opportunities

Experience	Continued	Page 2
<b>Principal, Beyond the Tour</b>		2006
<ul style="list-style-type: none"> <li>▪ Created a team building business grounded in driving team success through trust and strength building</li> <li>▪ Enhanced knowledge of team development practices</li> <li>▪ Consulted competitors and business leaders resulting in cooperative partnerships</li> </ul>		
<b>VP, Sales and Marketing, Mobiform Software</b>		2005
<ul style="list-style-type: none"> <li>▪ Collaborated with internal team to accelerate product and business development</li> <li>▪ Increased international exposure by contacting and marketing to Fortune 500 companies</li> <li>▪ Developed a strategic relationship with Microsoft</li> </ul>		
<b>Regional Account Manager/E-Business Consultant, Tech Data Canada</b>		1998 to 2005
<ul style="list-style-type: none"> <li>▪ Trained employees across Canada on a major software implementation</li> <li>▪ Educated customers and staff on E-Business solutions using online, one-on-one and training presentations</li> <li>▪ Organized and delivered public marketing presentations across major Canadian centers</li> <li>▪ Increased national revenue by expanding business development efforts</li> </ul>		

Education		
▪ Provincial Instructor Diploma, Vancouver Community College		2010
▪ Train the Trainer Certificate, Vancouver Community College		2010
▪ Jack Daly Sales Management Training		2008
▪ Self-Employment Diploma		2006
▪ Presentation Skills, Dale Carnegie		1997
▪ Bachelor of Business Commerce, Ryerson University		1995
▪ Business Administration, Seneca College		1992

Interests		
▪ 2008 Boston Marathon		
▪ Lions Bay Search and Rescue Member		
▪ Youth and Men's Self-Awareness		
▪ Continuing education through reading		