



SUMMARY

Presentation Curator & Designer | Trainer | Facilitator | Coach | Storyteller

Recently relocated to the Pacific Northwest and seeking a communication and training role. Master communicator with 25 years of global client and market experience across 6+ languages. Experience developing, leading and working with high-performing teams; sharing complex and critical information in efficient and effective ways; working in an internal or external consultant role. Training individuals and teams.

Languages: English, Spanish, French, German, Portuguese, Indonesian and basic knowledge of Dutch and Thai.

Current: Curator at TEDx University of Washington for the May 2018 event.

SKILLS AND EXPERIENCE

Management

1996-Present

Executive roles managing teams.

- SkyTel, Director of Operations
 - Member of the Board of Directors reporting directly to the corporate headquarters in the US. Supervised five direct reports and 200 indirect reports.
 - Departments: Customer Service, Inventory, Billing, Operators (Call Center) and Shipping departments.
- Ro Verdeja, Business Presentations, CEO
 - Startup with three partners and a team of six employees.
- Hotel Plaza Naco, Manager on Duty
- SISL, Softball League Vietnam, Treasurer
- Volleyball League (Thailand, Vietnam, Indonesia), Founder and Manager

Training and Facilitation

2012-Present

Providing top quality training in management (customer focus, innovation, process analysis) leadership (innovation, virtual teams, decision making, escalation) and presentation skills to South East Asia and global clients as a consultant, presenter, facilitator, trainer and coach.

Clients:

- Tirian International
- Prime Plaza Group
- Daimler Financial Services India (DFSI)
- MDF Training & Consultancy
- MAMPU (Women's Empowerment)
- Atomic Garden (School of Marketing)
- Jones Lang LaSalle
- Contacto (Ad Agency)
- Global Issues Network (GIN)
- Bank of America Merrill Lynch (BAML)
- Deutsche Bank
- Standard Chartered Bank

Presentation Development and Design**1999-Present**

Founder and Director of an executive communication consulting company delivering high quality communication strategies through effective and efficient business presentations, and developing and coaching leaders in their presentation skills.

Role: Coach executive clients; develop new business contracts; manage high-level executive relationships; manage staff, training and workflows; run a successful international virtual team; establish ongoing learning networks for both employees and clients.

Clients:

- Nike
- Unilever
- Nestlé
- Tirian International
- Prime Plaza Group
- German Development Corporation (GIZ)
- Doedijns Group Int'l
- STAUFF
- Samdhana Institute
- Phillip Morris
- McCann Erickson
- Ogilvy
- Metro Vietnam
- International School HCMC
- Australian Chamber of Commerce
- Orange
- IUCN
- Sol Meliá Vacation Club

Wellness Coach**2015-Present**

- Individual clients

ACHIEVEMENTS

- *Defying the odds*
 - *SkyTel Dominican Rep.:* Implemented a new national customer service standard for Call Center response protocol based on personal touch over savings, raising the industry standard nationwide.

- **“The Best Presentation in the LATAM Region”**
 - *Nike Brazil*: Designed and Curated Nike Brazil’s Business plan presentations to the International CEO of Nike. Awarded the best presentation among Latin American offices by Nike CEO, Charlie Denson. [See Brazil’s CEO testimonial on Link 1 at the end]
- **Breaking paradigms in finance training**
 - *Unilever Vietnam*: Finance training presentation and booklet - became the standard for the SEA region thanks to the cartoon mascot TAM. [See case study on Link 2]
- **Going global**
 - *STAUFF Brazil*: Innovative technical training tool, a 300 slide interactive document - STAUFF headquarters translated the presentation into four languages and distributed it globally.
- **Standing out with Storytelling**
 - *Prime Plaza Group Indonesia*: With a presentation to stand out from 20 similar others—only 5 slides and 3 min to present a Bali hotel to Australian travel agents—we took the audience through the true story of two hotel guests who came by accident on their first night and ended up coming for another 365 nights in the years that followed. [See case study on Link 3]

EDUCATION—UNIVERSITY

- Kingstown College <i>Advance Diploma in Personal, Leadership and Executive Coaching</i>	Dun Laoghaire, Ireland 2016-present
- Instituto Tecnológico de Santo Domingo, INTEC <i>MBA—focused on Executive Leadership(Partial)</i>	Santo Domingo, Dom. Rep 1999-2000
- Pontificia Universidad Católica Madre y Maestra, PUCMM <i>Bachelor of Hotel Management (Magna Cum Laude)</i>	Santo Domingo, Dom. Rep. 1988-1992

CONTINUED EDUCATION

- Bali International Spa Academy <i>Balinese Massage Therapist</i>	Bali, Indonesia 2107
- National Guild of Hypnotists (USA) <i>Certified Hypnotherapist</i> Clinical and Transpersonal Hypnosis certification course	Bali, Indonesia 2015
- Association for Continuing Education & Training (IACET) <i>Certified DISC Behavioral Analyst</i>	USA (Online) 2014

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|---|---------------------------------------|
| - Crystal Divers CDC Center
<i>Professional Divemaster</i> | Bali, Indonesia
2013 |
| - Associação Brasileira de Ouvidores, ABO Nacional
<i>The Ombudsman Role in Business</i> | São Paulo, Brazil
2003 |
| - Skytel Training Program
<i>Brand Management, Time Management,
Managing Conflicts, Setting Goals & Standards,
Effective Meetings, Effective Communications.</i> | Santo Domingo, Dom. Rep.
1996-1999 |
| - ISG School
<i>German language immersion program</i> | Bonn, Germany
1993-1994 |
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GENERAL SKILLS

Computers


Fully literate in Mac & Windows + Internet platforms | Quicken, QuickBooks | MS Office—expert in PowerPoint | 50WPM

International Experience

Resided in the Dominican Republic, USA, Spain, Germany, Holland, Brazil, Thailand, Vietnam and Bali, Indonesia. Holder of Dominican and Belgian passports. US Permanent Resident (Green Card holder A#065987842)

Personal

Excellent verbal and written communication skills. Leadership and supervisory skills, outstanding experience as a mentor, instructor and coach. Strong ability to understand and analyze business strategies from a communication, sales & marketing standpoint. High evaluation and self-assessment standards. Risk taker, enthusiastic, open to new ideas, meticulous and discerning, highly developed imagination and creativity and high capability of applying them to daily tasks. Fast and flexible in the face of change.

- o Spouse: Kelly  McDonald
- o Children: Yil (21), Sierra (21), Lía (19) and Ethan (18)

Activities & Hobbies

Golf, volleyball, tennis, softball, diving, sailing, swimming. Musician, singer, thespian, Latin music dancer. Volleyball coach for Int'l schools in Bali, Bangkok and HCMC. Spanish tutor & teacher.

REFERENCES

Kevin Corning, EVP of International—**Carters**

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Gaia & Andrew Grant, Directors and Founders—**Tirian International**.

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Robert Kelsall, GM at Bali Dynasty Resort—**Prime Plaza Group**

kelsall.robert@gmail.com | +62 812 380-4732

Rob Rijnders, Chief International Business Officer—**Osotspa Thailand**

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LINKS

- Link 1: Nike testimonial <http://www.roverdeja.com/let-them-talk.html>
- Link 2: Unilever case study <http://www.roverdeja.com/unilever.html>
- Link 3: Prime Plaza case study <http://www.roverdeja.com/balil-dynasty-resort.html>
- LinkedIn Profile: <https://www.linkedin.com/in/ro-verdeja-b931ab12>

"Because we're afraid to ask for clarification, we make assumptions, and believe we are right about the assumptions; then we defend our assumptions and try to make someone else wrong. It is always better to ask questions than to make an assumption"

—Don Miguel Ruiz