

OBJECTIVE

Having honed my expertise in corporate training and coaching, I seek to use my skills with an organization which will impact future leaders



Lisa Laude-Raymond

Corporate Trainer

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ABILITIES

- Motivating & Inspiring Others
- Teambuilding Development
- Effective Communication
- Project Management
- Vision & Goal Casting

HISTORY

International business consultant, employment coach and conference speaker. Provides empowerment skills to expand and move toward greater success. With a keen understanding of corporate standards and expectations, Lisa is known for her unique ability to quickly connect both with those in the workplace and those seeking their place in the workplace. Having navigated through both the corporate and the entrepreneurial world, she provides the skills to confidently provide A1 customer service and professional engagement.

EDUCATION

B.A., Columbia College Emphasis in Communications

Certified Kaset Trainer, The Achieving Extraordinary Customer Relations Program, Train-the-Trainer Program

AWARDS & AFFILIATIONS

Chairman's Award & Pro-Performance - Allstate Insurance

Teamwork Award - Signature Group

EXPERIENCE

Corporate Trainer 3/2007 - Present

L.C. Training Events LLC

- Develop innovative training courses specifically designed for adult learners
- Customize and facilitate training for national corporations, government and non-for-profit organizations
- Prepare post training evaluation and analysis for executive review
- Provide one on one communication coaching for executives and management level professionals

National Speaker/ Independent Contractor

3/2001- 6/2007 National Seminars Group

- Facilitated training courses specifically designed for adult learners
- Coached and monitored employees who were identified as marginal customer service performers
- Forged strong relationships with clients that led to renewal of training contracts on an annual basis

Lead Quality Auditor/Customer Service

Trainer 11/1999 - 3/2001 Unicare Health Plans-BlueCross Blue Shield

- Conducted Customer Service training for the call center staff
- Monitored customer service employees and identified skill deficiencies; presented assessment and recommendations to management
- Coached employees on customer service skills and adherence to company policies and procedures
- Successfully managed all congressional request
- Developed and facilitated training on new products and programs

Additional Employment

Discount Telecommunications, Training Manager	1995 - 1999
Canon-Ambassador Office Equipment, Product Trainer	1992 - 1995
Signature Group, Training Specialist	1991 - 1992
Allstate Enterprises, Training Analyst	1987 - 1991

PAST AND PRESENT CLIENTS

Banks/Financial Industry

Federal Reserve Bank
Grant Thornton
Bank Of Montreal/Harris Bank
Deloitte
Sogebank
Tri-City National Bank

Federal Government

EPA
FCC
U.S. House of Representative
U.S. Navy
Social Security Administration

Health Care

Blue Cross Blue Shield
Johns Hopkins Hospital
JPS Health Network
Northwestern Physicians Group

Education

Biloxi Public Schools
Evanston Township High School
Grambling State University
Eagle Academy Charter DC
Herkimier Community College

Municipal Government

City of Minneapolis
Village of Oak Park

Private sector

Disney on Ice
Flowers Foods
Wakefern
United Way

