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PROFESSIONAL PROFILE

Several years of experience as a professional speaker, relationship manager and Learning Consultant. Advised, coached and instructed hundreds of people in business organizations and government agencies throughout North America, the Caribbean, Brazil and England. Areas of expertise include coaching IBM employees and customers on developing their interpersonal, listening, presentation, communication and team-building skills necessary for success in the business environment.

PROFESSIONAL SKILLS

- Coaching skills that produce results
- Excellent client satisfaction management skills developed through marketing experience
- Ability to sell education and training to diverse audiences
- Leadership and organizational abilities as well as being able to work well under pressure and meet deadlines
- High-caliber public speaking and presentation skills
- Design and execute a learning curriculum for new hires
- Design and execute a new hiring and interviewing process for IBM Finance

IBM EXPERIENCE AND ACCOMPLISHMENTS

- Implement a new interviewing and hiring strategy for Finance. This new process is now a model for other functions
- Hired over 60 New Graduates and 20 Professional in the last 2 years
- Lead the Finance Connection Coach team, ensuring that all new hires are paired up with a Connection Coach and have successful onboarding experience
- Network and Promote IBM at Universities and Financial Events

Team Advisor Strategist

- Lead a virtual team of 40 customer Service Team Advisors across Canada
- Build the team advisor network and infrastructure, influencing culture change of hundreds of individuals being empowered to move the business forward, benefiting IBM employees to reach their business goals

Workshop Leader

- Class Manager and Advisor for key business training programs with IBM
- Coordinated and Co-facilitate a 3 week training program which was delivered to 100 professionals and focussing on presentation, sales, interpersonal, leadership and quality training skills
- Coached, evaluated and interim managed new employees
- Prepared new IBM employees to have an understanding of IBM organization

Facilitator

- Facilitated and trained over 300 people in Customer Service, Finance and Leasing in team and customer relationship skills resulting in highly motivated, forward thinking and more creative people who increase customer satisfaction and improved customer relationships

Guest Speaker

- Guest Speaker for IBM, external Customers and Business Partners, Rotary Club, Civitan U. S. on topics of Team, Quality and Motivation. As a result of increased performance from the students, these organizations invested in more education and training for their people, ranging up to 1000 students
- Keynote speaker at several Universities on topics covering Change Management, Networking and Personal Accountability

PROFESSIONAL DEVELOPMENT

- Completed 4 Coaching courses - Preparing for coaching certification
- York University Learning Disability Mentoring Program - mentoring on career, skills and self-esteem
- Former Board Member of ALDER center - Adult Learning Disabilities Employment Resources
- Jr. Achievement Program - taught Basic Business and Economics of Staying in School programs, Canadian Speaker's Association - guest member
- Belgard, Fisher, Rayner Certificate - Team Tools and Leader Role - Instructor
- Syracuse University - Adult Learning program
- Numerous Professional, Leadership, Sales and Quality training programs through the IBM company, on going
- Centennial College - Various Human Resource courses
- Seneca College of applied Arts and Technology - Preventive Dental Assistant Diploma