

PROFILE CONSULTANT / TRAINER

Miguel Angel Abarca Giordanelli
 Consultant, Trainer and Coach
 Network partner of CONTUR GmbH



Year of Birth: 1966

Nationality: Venezuelan

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| Key activities | <ul style="list-style-type: none"> ▪ Executive training and coaching ▪ Personal leadership development ▪ Effective Change Management Process (CMP) ▪ Design and development of continuous process improvement projects ▪ Strategic Thinking (with special emphasis on Sales and CX -Customer Experience) |
| Employment history | <ul style="list-style-type: none"> ▪ Self-employed Consultant, Trainer & Coach (Sandler Training Mexico) ▪ Química Suiza Industrial, Managing Director Venezuela, Colombia and Dominican Republic ▪ Microsoft Telesales Manager (Venezuela & Colombia) ▪ Microsoft Key Accounts Segment Manager (Venezuela) ▪ 3M Marketing and Sales Manager (Industrial and ElectroCommunications Groups) and Sales Specialist Automotive Original Equipment Manufacturers (AOEM) market segment ▪ Electrical Engineer (Control and Automation) (Universidad de Carabobo) with post graduated studies (majoring) in Marketing (Universidad Católica Andrés Bello), Finance (IESA) and Negotiation (Universidad Metropolitana) |
| Certificates | <ul style="list-style-type: none"> ▪ Sandler Selling System Certified Coach, Sandler Training USA ▪ Six Sigma Certified Black Belt, 3M USA ▪ Design for Six Sigma Certified Marketing Coach, 3M USA ▪ Change Acceptance Process Certified Coach, Processarc USA ▪ Business Marketing Strategy Program, Indiana University – Kelley School of Business, USA ▪ Situational Leadership Program, Enlight Peru |
| References | <ul style="list-style-type: none"> ▪ Associated Professor, Leadership module, Marketing, CENTRO Universidad, Mexico city. ▪ More than 450 people trained in Sales & Customer Service, during open courses and In Company mode during 2016 (Avis & Bridgestone among some of the organizations to highlight). ▪ Senior Consultant & Trainer in Customer Service - PepsiCo Foods Mexico (more than 300 managers and supervisors trained nationwide in 2016). |

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| Level of hierarchy | <ul style="list-style-type: none">▪ Senior Consultant in the area of Quality (process improvement) for Procter&Gamble and Daimler Chrysler.▪ CAP (Change Acceptance Process) regional Coach for 3M.▪ DFSS (Design for Six Sigma) Marketing Coach and twenty One (21) Six Sigma Green Belt Projects closed. <ul style="list-style-type: none"><input checked="" type="checkbox"/> Top-Management<input checked="" type="checkbox"/> Middle-Management<input type="checkbox"/> Project Manager<input checked="" type="checkbox"/> Junior High Potentials<input type="checkbox"/> Shopfloor Employees |
| Working languages | <ul style="list-style-type: none">▪ Spanish▪ English |
| Experience | <ul style="list-style-type: none"><input checked="" type="checkbox"/> Mexico<input checked="" type="checkbox"/> International: Venezuela, Colombia, Dominican Republic, Peru |