EDGAR R. OLIVO

[redacted]

PROFILE

Professional development coach and business trainer with extensive background in developing curriculums, organization strategies and planning, and supporting teams to achieve their goals. Bilingual communicator and highly skilled trainer in multiple learning environments – e-learning, groups, and one-on-one.

Core Skills Include:

- Technical Writing
- Persuasive Communication
- Employability Skills Training
- Service Standards
- Training and Development
- Cross-Cultural Awareness

QUALIFIED TO PERFORM

- *Mission & Strategic Planning*
- *Leadership Training*
- *Brand Development*
- *Project Management*
- *Resume & Proposal Writing*
- *Educational Programming*
- *Employee Retention*
- *Talent Sourcing & Recruiting*
- *Social Media Profile Management*
- *Professional Development*
- *One-on-One & Group Coaching*
- *Motivational Speaking*

PROFESSIONAL EXPERIENCE

COMPASS CAREER AN D BUSINESS SOLUTIONS | Scottsdale, AZ **2011 - *present***

Certified Career Coach | Principal Consultant | Director of Training & Development | President

Consulted and advised - in person, telephone, and online - entrepreneurs of a variety of backgrounds and levels.

- Consulted clients on development of projects, clarifying business concepts, and creating revenue systems.
- Designed and facilitated workshops on subjects ranging from leadership empowerment to career transition.
- Provided career planning, business strategy consulting, and training solution services.

KEY ACCOMPLISHMENTS

- Served 1000+ clients and 50+ organizations in Arizona since November 2011.
- Author of "*Get Your Focus On! 5 Steps to Gain Focus and Clarity on the Life and Career of Your Dreams*" *(Published 2012).*
- Developed 3 signature programs, *Coach to Your Dream Career, Coach to Empower, and Coach to Great Service.*
- Keynote speaker and presenter at 40+ non-profit and for-profit organization events since 2011.

CASINO ARIZONA & TALKING STICK RESORT | Scottsdale, AZ **2003 – 2011**

Assistant Lead Slot Supervisor, Gaming Department Trainer

Supervised and mentored 150+ employees and 20+ supervisors in slot department and ensured service and performance standards were met.

- Spearheaded customer service trainings and employee development programs.
- Encouraged productive cultures by effectively harnessing skills and job satisfaction within team.
- Interviewed qualified candidates, developed new hire programs, and facilitated learning solutions.
- Implemented effective post-training methods for maximum retention and competency.

KEY ACCOMPLISHMENTS

- Conceptualized and designed customer service trainings, "*Treasure Our Guests*" and "*Keys to Great Service*".
- In November 2010, at the request of Senior Vice-President and CFO of Casino Arizona, "*Treasure Our Guests*" and "*Keys to Great Service*" was implemented as mandatory training for 3,500 current and new hires employees.

Cage Shift Supervisor, Finance Department Trainer

Accountable for state and federal regulations for finance department with daily audits and bank reconciliation of cashier tills, vault holdings, and retail accounts.

- Trained and facilitated personnel policy programs.
- Oversaw all front- and back-gaming operations and systems including teams of 100+ members daily.
- Streamlined outdated procedures for maximum efficiency and accountability.

EDGAR R. OLIVO

Professional Development Coach & Business Trainer

CERTIFICATIONS, LICENSES, AND EDUCATION

Bachelor of Arts, Business Communication | *Arizona State University | exp. grad. 2015*
Life and Career Coach Certification | *Life Purpose Institute (ICF Accredited) | 2011*
National Tourism Ambassador Certification | *Tourism Ambassador Institute | awarded 2011*
Certified Train-the-Trainer | *The Bob Pike Group | awarded 2011*
Professional Resume Writer | *PARCW | 2011*

PROFESSIONAL ASSOCIATIONS AND MEMBERSHIPS

Hope's Crossing, 501(c) (3) | *Active Board Member, Chairman | 2012*
Arizona Humanities Council | *Active Board Member, Board Development Chairman | 2012*
Local First Arizona | *Civil Engagement Committee Member | 2013*
The Prodigy Foundation | *Board Member| 2013*
Scotsdallians Toastmasters International | *Vice President of Education, elected 2012, District Council Member*
Coachville™ | *Member*
American Society for Training and Development | ASTD | *Member*
International Coaching Federation | *Member, Student*
International Association of Coaches | *Member*

ADDITIONAL INFORMATION

Languages:	Fluent in English and Spanish (*read, write, and speak*)
Website:	www.compasslifeandcareer.com
Social Media Profiles:	www.facebook.com/CompassCareer andBusinessSolutions twitter.com/#!/CompassLCC gplus.to/edgarolivo
Publications:	*Get Your Focus On: 5 Steps to Gain Focus and Clarity on the Life and Career of Your Dreams*
Contracts:	*City of Phoenix, Phoenix Public Library, City of Scottsdale, Scottsdale Civic Center Library, City of Tempe, Roosevelt School District, Executive Training Solutions, Banner Hospital, WageWorks*