

# Valeria Navoni

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## Experience

### **National Trainer - DISH Network** **2012 - present**

- Project manage, build and implement training projects for all of DISH's sales channels with proven ability to meet aggressive deadlines and generate growth through targeted strategies. This includes the creation of training plans when launching new partners.
- Training Consultant for Direct and Indirect channels. Conduct pilots and research projects to determine appropriate training and use analytical data to drive business decisions.
- Provide direction and instruction to Sales Field Staff on job performance, execution and ways to deliver Training material to increase sales.
- Training guest speaker in the Latino Retailer Chat; a quarterly live TV show.
- Project manage the Sales Guide Training Suite (English, Spanish, Puerto Rico) and all Latino training suites and initiatives.
- Conduct Train the Trainer sessions to certify other employees and partners in DISH's sales trainings and methodology.

### **Documentation and Training Specialist - DISH Network** **2011**

- Created the first library of training materials and documents in Spanish from online classes, sales guides, job aids to videos and other formats.
- Conducted research specifically for the Latino market to create trainings that would increase Latino sales.
- Created the En Español page on DISH Portal (Dish Social Media Website) to house all training, sales, videos, and communication documents about the company in Spanish.
- Project managed all Spanish classes for Team Summit and facilitated the sales classes.

### **Owner - Chic! Accessories** **2010 - present**

- On a daily basis, responsibilities include administrative work, marketing, sales, customer service, and great organizational and communication skills.

### **Assistant Manager - ConAm Management** **2010 - 2011**

- Assisted the Manager in daily business operations, conducted market research, coached and trained employees, created team-building activities for better employee retention.

### **Spanish Teacher - Bridge LinguatEC** **2008 - 2009**

- Developed Spanish materials for my own classes for different clients such as public high schools. Facilitated classes for kids and adults of all ages. Responsible for achieving success using the institute's teaching method as well as TPRS.

### **Teacher - Word Play Languages for Kids** **2006 - 2010**

- Facilitated classes for kids K-12 in Spanish. In charge of research, design, and development of training materials for classes and T3 for teachers using the TPRS teaching methodology.

## Education

**Regis University, Denver, CO, USA**

**2011**

**BA in Business Administration.**

Received the designation of Dean's List in the College of Professional Studies during Spring 2010 for academic achievement. Graduated with honors *Magna Cum Laude* with a GPA of 3.7

**Universidad del Salvador, Buenos Aires, Argentina**

**2005**

Completed minor in English having a year left to obtain my bachelor's degree as Interpreter of Conferences in English.

**Universidad de Córdoba, Córdoba, Argentina**

**2003**

Completed minor in English having a year left to obtain my bachelor's degree as Interpreter of Conferences in English.

## Skills

- Bilingual: Spanish/English.
- Strong interpersonal and communication skills.
- Self-motivated and detail oriented, high energy, innovative.
- Ability to manage responsibilities and priorities in a fast-paced and time-critical environment.
- Equally effective working independently or as part of a team.
- Effective problem solver that thrives in challenging situations.
- Training and Business Consultant (small and large companies/call centers/owners)
- PC and Mac, Microsoft Office, Adobe Creative Suite, LMS, Captivate, Adobe Connect, Cisco Meeting, among others.
- "Speed of Trust" Franklin Covey certification.