

FROM THE DESK OF
ROBIN ALBRIGHT, CPCC

Certified, Professional, Co-active Coach

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UNIQUELY QUALIFIED FOR BUILDING EMPLOYEE MORAL & FULFILLMENT

Core Competencies

PROFESSIONALISM...INSPIRATION...MOTIVATION...TEAM BUILDING...FULFILLMENT

Key Skills and strengths include:

- 10+ years of hands-on corporate Management, Training and Motivating
- Delivers information in an inspirational and positive manner
- Appropriate and necessary practical experience in Positive Leadership & Operations
- Routinely serves as a thinking partner to and with senior executives
- Strong analytical skills and the ability to see both the big picture and critical details
- Consistently able to get things done on time and within budget
- Always demonstrates respect for others whose background, culture and values differ
- Exercises discretion, sound judgement, tact plus confidentiality in all communications
- Demonstrates a high degree of integrity while always thinking of ways to improve business

Education and Certifications

Coaches Training Institute - Basic Coaching Skills, Certification
Richland Community College - Speech and Communication, Business

Brief Highlights of Relevant, Professional Experience

OWNER, PRESIDENT, COACH, SPEAKER

ZINGER ZANGER, INC. (2008-PRESENT)

One-on-one coaching to individuals & employees - assisting them with fulfillment & job satisfaction using assessments & tools. Seminar & workshop speaker covering self-authored topics such as LEGENDARY CUSTOMER SERVICE, POSITIVE LEADERSHIP, CORE-DRIVEN SALES, CONQUERING NEGATIVITY, TAMING YOUR SABOTEUR AND FULFILLMENT. Writer and motivator using Zinger Zanger's newest project - The Amazing Press.

OWNER, PRESIDENT, SPEAKER, CONSULTANT

ZINGER ZANGER, CONSULTING..(2000-2007)

Facilitator/motivational speaker for seminars, workshops and team building. Initiated a customer service-secret shop program to support expertise.

AREA MANAGER, CORPORATE TRAINER, TROUBLE SHOOTER

WELCOME HOME, INC. (1999-2006)

Promoted from Store Manager Position. As an area manager-directly supervised, trained and motivated employees of 7 stores in 3 states. Full P&L responsibility, managed yearly budgets, hired & fired, accountable for customer service program, trained new store management & sales teams in several states, assessed stores for problem areas and reported to the VP of retail operations. Created and delivered the workshop, POSITIVE LEADERSHIP, to all districts within the US. Facilitator/motivational speaker for seminars, workshops and team building

SALES REP

CBK & PAPEL GIFTWARE *Build sales territory in the central and southern Illinois region.*

Additional information delivered upon request