

Jennifer Rousseau Sedlock

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CAREER SUMMARY

- ▼ Sixteen years training, facilitating and motivating
- ▼ Eight years running a speaking, training and consulting business
- ▼ Eight years prior: sales management in the service industry

Activities included: recruiting, training, goal setting, project management, teambuilding, projection planning, continuing education, appraising, and promoting. Special projects included creating and writing training presentations, diagnosing individuals needs and generating development plans for each individual, instructing group new hire programs, continuing instruction and follow-up in formal monthly setting and daily "in the moment" training throughout the US and Canada. Emphasis: sales and management development.

PROFESSIONAL EXPERIENCE

EXECUTIVE ENHANCEMENTS, San Diego, California Nov. 1995 – Present

Professional Speaker, Author & Consultant

Qualified Myers-Briggs® Consultant

Motivational Speaking and Educational Seminars

Sample topics for Presentations:

Discover Your MBTI® Type. *Using the Myers-Briggs® Personality Types*

Listen. It Will Improve Your Life! *Are you listening or did you just hear me?*

Life's too Short, Get Organized! *Getting Organized: desk, time, goals, life.*

OFFICE SPECIALISTS, San Diego, California Jan 1995 – March 1996

Branch Manager

#1 sales manager (revenues) for entire company (over 100 +) last three months

Outside sales, cold calling prospects, internal servicing of current clients

Managed all activities in branch; goal setting and P & L responsibility

Developed staff members; hiring, appraising, training and teambuilding

Lead monthly service quality meetings ("Service First" – TQM)

Awarded "highest increase of service quality index for FY 1995" (over 10% increase)

JENNY CRAIG INTERNATIONAL, San Diego, California July 1990 – Dec 1994

Assistant Regional Director (promoted)

June 1994 – Dec 1994

Assisted in planning, organizing and implementing regional tactical plans

Trained and managee 72 employees in 12 locations (managers, sales and counselors)

Developed and presented programs monthly to increase productivity

Managed regional revenue and expenses

Daily diagnosis of regional sales needs and immediate implementation of strategies

Coordinator - Operational Systems Training (promoted) Feb 1994 to May 1994

Updated computer documentation with most current policy and software information

Performed group instruction and individual training for corporate and franchise markets

National Support Team (promoted)

Sept 1992 to Jan 1994

Developed training plans: sales strategies, special price promotions, product promotions

Performed group training: instruction, team practice (role-play), individual presentation

Diagnosed needs daily, implemented training's to increase sales, tracked results

Implemented the above for corporate and franchise markets in the US and Canada

Graduate, Sales Trainers Training, November 1992

Centre Director (promoted)*July 1991 to Aug 1992*

Managed \$1.4M Centre with staff of 22 people
Increased from \$110,000 to \$123,000 and from 9th rank to 4th in region of 12 centres
Achieved revenue per hour goals every month for maximum commission
Graduate, Effective Motivational Management Program, Leadership Edge, 13 Wks 1992
Promoted 8 people to next level within 12 months through focused development
Received Achievement Award for #1 increase in region
Received Performance Awards for highest revenue per hour in region, maximum commission
Received Service Awards for excellent client retention and highest pounds lost in region
Received Boss's Award for developing top performing sales & counseling staff in region
Trained topic: "Teamwork development" in regional meeting
Wrote "back-end" sales training that was implemented throughout company

Assistant Centre Director (promoted)*Dec 1990 to June 1991***Program Director (Sales) / Weight Loss Counselor***July 1990 to Nov 1990***CARTER HAWLEY HALE, Broadway Southern CA, San Diego, California****Area Sales Manager***July 1989 to May 1990*

Managed \$3.5 M Better Sportswear Department
Graduate, Sales Leadership Development Series, 1989
Graduate, Investment in Excellence Training, 1990
Selected to lead "Specialist" and "New Hire Orientation" programs
Awarded "#1 Club Manager" for top sales performance; February, March, and May 1990
Various bonus awards: monthly incentive, instant credit, sales

MAY DEPARTMENT STORES COMPANY, Meier & Frank, Portland, Oregon**Executive Department Manager***Feb 1988 to July 1989*

Managed \$3 M sportswear, \$2.3 M intimate apparel, & \$1.2 M hosiery departments
Graduate, nationally ranked May Co. Management Training Program - 15 weeks, 1987
Graduate, Dimensional Management Training, July 1988
Awarded Leader of Customer Service Communications Committee
Planned, executed, and managed departmental inventories

EDUCATION**UNIVERSITY OF CALIFORNIA, BERKELEY**

B.S. Business Administration, Emphases: Finance and Marketing, December 1987
Received Entrepreneurship Award for development of company - Cal Bag Company, 1987

UNIVERSITY OF SAN FRANCISCO

Master's in Organization Development, December 2000
Thesis topic: Validity of the MBTI® Team Report

PROFESSIONAL ASSOCIATIONS

National Speakers Association (NSA), Professional Member
Association for Psychological Type
Organizational Development Network
Toastmasters International

HOBBIES

Coaching: High School, Track and Cross Country, 4 year olds, Basketball
Neighborhood Watch Block Captain