

NIQUI DOUGLAS

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SUMMARY OF QUALIFICATIONS

- Twenty plus years of multiple levels of experience in Retail Sales, Learning and Development, and Wine Industry combined
- Designed, developed, and executed transformational learning experience focused on up-skilling key leadership capabilities required to execute company's 1–3-year organizational strategy producing 100% return on investment inside \$27M budget
- Chosen to create a new role as the strategic liaison to C-Suite leaders for all learning and development needs for both internal and external stakeholders across the country
- Utilized analytical data from channel operations and external partners to determine trends, gaps, strengths, needs of specific partners to customize solutions to drive performance, including Call Center operations, Executive leadership, Retail sales (Direct and Business to Business) and Marketing and Sales Operations
- Advised 30-40 channel and operations executives, and next level sales leaders on learning and development strategies specific to their accounts and teams
- Recognized for optimizing resources and integrating learning into organizational practices to attract talent and build and sustain a skilled, vibrant, and agile workforce
- Experienced working with senior business leaders to identify learning needs to drive business and individual performance.
- Demonstrated success directing the design, development, and delivery of strategic learning solutions, including needs assessment, planning, curriculum/content development, execution, and continuous evaluation
- Consulted with Sales Area President, Vice-President and Directors to develop relevant annual performance appraisal measures and behaviors for customer-facing accountability to key performance indicators

TECHNICAL and SOFT SKILLS

- Software: Microsoft Office, Google Suite, Survey Monkey, Copper CRM, HubSpot CRM
 - Virtual Platforms: Zoom, Adobe Connect, WebEx, Skype
 - Strong writing, organizational and multi-tasking skills
 - Excellent writing, communication, and presentation skills
 - Able to develop strong partnerships with multiple levels of leadership and across departments
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PROFESSIONAL EXPERIENCE

NATIONAL WELCOME MANAGER

February 2022-February 2023

INDEPENDENT SALES DIRECTOR

February 2014-Present

TRAVELING VINEYARD

- Invited by CEO to design and create a new corporate role for the company to pilot
- National recruiting of 2000+ independent wine consultants responding to social media advertising
- Met remotely weekly with CEO to provide trend analysis and conversion performance reporting
- Developed and delivered a series of field training to hundreds of consultants during national and regional conferences
- Provided virtual training to hundreds of field leaders based on positive results as evidenced by daily activity
- Coordinate large learning conferences at national and regional levels for hundreds of field consultants and leaders
- Maintain high levels of service to 300+ clients while balancing wine sales and targets annually
- Lead team of 100+ independent wine consultants, providing training, business development, and coaching support for leadership development

CLIENT ENGAGEMENT MANAGER

September 2017-March 2019

VERIZON WIRELESS

- Chosen to develop, design, and execute new role for national channel alignment
- Developed in partnership learning solutions focused on key capabilities to execute organizational 3-year strategy. Program yielded 100% ROI for pilot with KPI results supporting customer experience, revenue growth, reduced employee attrition and increased employee engagement. Co-managed overall program inside \$27M budget
- Led special project team of approximately 45+ members that created program to Engage, Enable and Empower organization's frontline leaders to company's business transformation that required up-skilling
- Negotiated with 5 area channel directors to develop a strategic operational alignment for internal and external learning and development execution

- Elevated morale and performance of national sales training team resulting in exceptional partnerships with national sales organizations across all 4 areas of the country
- Collaborated with National Operations team, the Retail Sales leaders and the Consumers Sales Learning and Development Design team to create experiential workshops with a focus on improving sales skills and a shift to a digital workspace
- Assisted in the build out of multiple experiential classrooms mirroring actual sales environments and customer experiences, collaborating with multiple departments utilizing a Think Tank methodology for design and implementation
- Researched, planned, developed, and staffed first offsite national multiday training event for Indirect Sales Representatives, Leaders, and Agents

ASSOCIATE DIRECTOR

February 2012-September 2017

VERIZON WIRELESS

- Oversaw execution of sales and service skills, new hire, continuing education and leadership programs across multiple organizations (Consumer Sales & Service, Indirect & B2B Sales) by serving high performing national design & delivery teams
- Evaluated business impact throughout delivery cycles creating reinforcement solutions to support additional learning needs
- Created in partnership and executed the delivery of new sales and service process sponsored by CEO for Retail/Indirect leaders, frontline employees and new hire programs. ROI yielding 141% and results included increases in customer growth, data and accessory revenue and customer loyalty.
- Built and maintained employee roadmaps identifying adjustments with business changes. Partnered with TA team to align with hiring strategy. Validated effectiveness of programs and mapped with embedded base via quarterly scorecards.
- Led development and delivery of learning solutions for 12K field and franchise offices with 75K associates and 4K vendor call center agents inside a \$17M budget.
- Managed P&L through reducing internal costs through vendor contract management (\$25M), eliminating unnecessary costs in programs via VLSS projects resulting in \$5.7M through virtual learning integration and reduction of overall training time.
- Trusted advisor to enterprise executives, creating strategy & alignment and measuring the impact/results
- Empowered and enabled 10+ national performing teams to deliver superior customer experience and exceptional results
- Created new, innovative learning solutions that drove performance in sales and service teams
- Collaborated with key stakeholders to determine learning needs and most effective delivery approach
- Managed operations budget and efficiency of multiple teams and balancing business needs effectively
- Led high profile projects across enterprise that drove leadership results in sales and service
- Provided regular updates to all level executive leaders on progress, results, and feedback

TRAINING MANAGER

September 2007-February 2012

VERIZON WIRELESS

- Trusted adviser to region and area leaders in 2 national regions, creating strategy & alignment for consumer sales
- Developed 5 supervisors and 100+ senior trainers to deliver exceptional experiences in the classroom and field resulting in improved performance in sales and service
- Led Indirect Training for West Area while maintaining support of Southern California region
- Created new structure for Indirect Sales training support resulting in improved performance and support for 150+ account managers and over 8000 Indirect Sales Representatives for various national agent partners across the area
- Provided strategic recommendations at area level for all learning and development needs of Indirect Sales to 5 regional directors and 8 area executive leaders in operations and marketing

ADDITIONAL EXPERIENCE**DISTRICT MANAGER**

July 2005-August 2007

VERIZON WIRELESS

- Performance management of 120+ employees
- Operations management of 10 locations
- Staffing and employee relations
- Customer retention and support

GENERAL STORE MANAGER

September 1999-July 2005

VERIZON WIRELESS