

Loukia Verhage

Iverhage@kandlco.com Phone & Fax: 773-510-3135

PROFESSIONAL PROFILE

Outgoing, persuasive, sales and training professional with over 18 years experience in **training, IT, sales, and management**. Best Year Yet© program leader who has an outstanding performance record exemplified by rapid advancement and increasing responsibilities in IT, sales, coaching and training positions. Effective interaction with staff, clients and executive management and coaching. Articulate and positive spokesperson for service, product and company.

SUMMARY OF QUALIFICATIONS

Training & Coaching: Professional and personal coach who excels at training, presentation and facilitation. Create successful modular training materials. Lead and present groups and individuals to a wide audience, internally and externally. Lead Best Year Yet© program, Train-the-Trainer sessions. Over 250 companies trained including: 3M, Abbott, Allstate, ATT, Bank of America, Caterpillar, Cisco, GE, HP, IBM, Microsoft, Motorola, P&G, Unilever, Yahoo!

IT: Experienced in full Siebel life cycle implementation. Certified as a Siebel Consultant, Business Analyst and Instructor for versions 6, 7, 7.5 & 7.7. Subject matter expert for Siebel Analytics, Data Warehousing and Call Center. Applications and languages: Siebel Analytics, Marketing, Data Warehousing, Tools, EIM, Workflow, Assignment Manager, Informatica, SQL, HTML, XML and VB.

Sales: Experienced in full scope process of the sales cycle from lead generation and territory management to construction, negotiation and closure of sale.

Management and Leadership: Demonstrated capabilities including project management, strategic planning, budgeting, formal interviewing, and supervision of direct and non-direct reports and effective site management. Analyzed market and designed competitive strategies to build client base. Successfully remained under budget in all positions held.

PROFESSIONAL EXPERIENCE

K&L Consulting, Chicago (2004-Present)

Principal

Coaching, consulting and training services:

- Best Year Yet©
- Professional & Personal Coaching
- Marketing
- Analytics
- Data Warehousing
- Call Center
- Pharma
- All end user training
- Siebel Systems
- Tech Resource Group

Curriculum development:

- Microsoft Word, Excel & PowerPoint
- Marketing Concepts for non-Business professionals
- Email basics

Spencer Stuart, Inc., Chicago, IL (2003-2004)

Sr. Manager of Applications Training

- Responsible for a team of five in the US and Asia
- Responsibilities included creation, delivery and scheduling of training on various IT applications
- Developed and delivered train for Time & Expense system

Siebel Systems, Rosemont, IL (2001-2003)

Principal Technical Instructor

- Siebel 6, 7 & 7.5 certified as a Consultant, Business Analyst and Instructor.
- Lead instructor for Essentials (Siebel 101 for developers), Data Warehouse, Analytics, Marketing
- Assisted in curriculum development for Siebel Systems technical courses
- Created and delivered curriculum for Analytics End User course
- Subject Matter Expert in Siebel Tools, EIM, Workflow, Assignment Manager, Analytics, Marketing and Data Warehousing
- Maintained an average evaluation score of **4.8/5.0** in delivering courses to over 1000 students and 250 companies
- Major contributor to the Instructor Readiness Program; identified knowledge gaps among the instructor team
- Lead instructor and Subject Matter Expert Siebel 7 and 7.5 versions Analytics, Marketing, Data Warehouse, and Essentials.
- Maintained excellent relations and customer satisfaction which resulted in an additional \$150,000 in revenue per year

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Siebel Systems - continued

Site Manager

Responsible for scheduling, logistics, budget, and staffing of Siebel Systems Chicago Learning Center, including maintenance and operation of computers, server, registration, delivery and inventory resulting in \$1.5 million in revenue.

GNC Consulting, Frankfort, IL CA(2000-2001)

Consultant and Business Analyst

Implemented and trained for a small firm south of Chicago:

- Performed Gap analysis and set up development/QA and production environment
- Utilized Tools, EIM, Workflow and Assignment Manager
- Created training and Trained end-users on new application

Bio-Rad Corporation, Hercules, CA (1997-2000)

Instrumentation Sales/Implementation Specialist & Account Manager

- Trained end users, demonstrated and installed biotech equipment and software
- Set up and made presentations at product shows, various sales courses and symposia that resulted in an increase of 20% in sales
- Continued responsibilities of training new Instrument Specialists and maintenance of product show equipment
- Direct marketing to customers, which resulted in an increase of business of 10% over prior year

Quest Diagnostics, Itasca, IL (1996-1997)

Sales Representative

- Trained Medical office personnel on sample collection and techniques and government regulations
- Sales Team's Task Force Representative on effort to computerize delivery of results to physician offices

EDUCATION

BS Chemistry – Northeastern Illinois University GPA: 3.5/4.0 1990

MBA – North Park University GPA: 3.6/4.0 1996

ADDITIONAL PROFESSIONAL TRAINING & SKILLS:

- Siebel Training: Essentials (Siebel 101 for Developers), Requirements Mapping (Business Analyst), all Analytics classes, Data Warehousing, Informatica, EAI, Core Consulting Course, eConfigurator, ePlan, Advanced Workflow, Siebel Admin Workshop, Configuring and Administering Marketing, Informatica, over 30 web courses
- Sales Training: Turning Cold Calls Into Cash, Seize the Sale – Closing Techniques That Pay Off, Goal Setting – The Fundamentals of Success, Conflict Management Skills for Women, Team Building Exercises – Stretching Toward our Vision, Professional Sales Skills, Strategic Account Management, First Things First, Zodiak Finance Class, Quality Training, Emergenetics, Spin Selling, Best Year Yet©
- Training: Bob Pike Boot Camp, various Train the Trainers
- Software: Microsoft Office Suite (Word, Excel, Access, Project, PowerPoint), Adobe, HTML, XML, XHTML, RoboHelp, All versions of Siebel Software, Actuate, Business Objects