

CHRISSEY SCIVICQUE

Denver, CO • 720.282.9431 • cscivicque@gmail.com

CAREER COACH & PROFESSIONAL DEVELOPMENT TRAINER

Coaching and training professional with expertise in career advancement and professional development.

Known for providing strategic support balanced with compassionate accountability resulting in measurable improvements in performance, productivity, engagement and turnover. Passionate about helping professionals leverage their unique talents and achieve exceptional profitability for the organizations they serve.

Areas of Excellence

- Career Pathing/Planning
- Client Service
- Conflict Resolution
- DISC Assessment
- Executive Coaching
- Facilitation
- Goal Setting
- Group Coaching
- Leadership Development
- Mentorship
- Needs Assessment
- New Hire Training
- Performance Counseling
- Performance Evaluation
- Powerful Questioning
- Relationship Management
- Resume Critique/Revision
- Skills Assessments
- StrengthsFinder
- Team Building
- Work Style Assessments

Career Summary and Achievements

CCS Ventures, LLC, Denver, CO

2009 to present

Career Coach & Professional Development Trainer

Successfully managed all administrative, sales, customer service and financial aspects of the business while delivering custom training, development and performance improvement programs

- Increased profitability year over year by developing relationships and securing ongoing business with reputable companies
- Created a 6-month one-on-one coaching and training program for high-potential administrative professionals and achieved a 70% advancement rate for graduates
- Delivered advanced MS Excel training through Fred Pryor public seminars and maintained an exceptional 100% attendee satisfaction rate
- Designed and delivered original coaching and training programs for corporate clients (teams and individuals) including Northrop Grumman, Capital One, TIAA-CREF, Turner Broadcasting, W.W. Grainger, and more
- Featured contributing career expert for U.S. News & World Report and *Good Day Colorado*, resulting in hundreds of business leads and expanded brand recognition

Urban Lending Solutions, Highlands Ranch, CO

2014 to 2016

Learning Program Lead (Professional Development)

Developed and oversaw enterprise-wide employee learning and coaching program to support internal growth and development of workforce and improve employee retention and engagement.

- Leveraged advanced instructional design skills to revise existing materials resulting in 30% improvement in assessment pass rate and more than 50% reduction in time to production
- Designed original competency-based curricula and facilitated weekly training sessions resulting in a 200% increase in voluntary employee training participation in the first year alone
- Successfully initiated new transition program to serve 300+ downsized employees resulting in significant increase in 6-month rehire rates and reduced employee acquisition costs

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- Executed transition program for redeployed employees resulting in improved morale and minimized workforce disruption
- Established strategic partnerships within the business to identify and develop high-potential employees resulting in improved engagement, retention and advancement of top performers
- Leveraged e-learning software to develop original courses, saving the organization thousands of dollars in purchasing costs
- Utilized LMS to improve processes for managing learning operations and logistics, resulting in 20% reduction in class prep time
- Consistently earned outstanding course evaluations from participants and two “Urban Legends” awards for exceptional demonstration of company values

OfficeArrow, LLC, Atlanta, GA

2008 to 2010

Learning Manager & Managing Editor

Successfully sold website, business, brand and all original content to OfficeArrow in 2008. Managed acquisition and oversaw production of multi-media learning content in 12 key areas of professional development.

- Utilized technical resources including webinars, podcasts and newsletters to grow online community to over 100K members in less than 12 months
- Hired, trained and supervised 15+ person team to produce high-volume quality educational content resulting in increased web traffic, ad sales and 30 paid partnerships in 18 months
- Achieved exceptional community loyalty and engagement by conducting regular research and needs assessments to identify and fill content gaps
- Developed original training materials for monthly web-based programs, resulting in increased participation month over month

Additional Relevant Experience

Client Communications Mgr. and Executive Assistant, Wealth Management Consultants, LLC
Credit Analyst, John Deere Landscapes
Assistant Manager, Washington Mutual

Certifications and Professional Development

ATD Certified – Trainer Certification (Association of Training and Development)
Professional in Career Management (TalentGuard Certification)
Co-Active Coaching Training (The Coaches Institute, CTI)
Copyediting Certification (UCSD Extension)

Education

Bachelor of Arts, Business Administration (Sonoma State University, CA)