

Wherever you need workplace or workgroup transformation, I can deliver cutting-edge, experiential training that can bring dramatic and measurable results

Corporate Training • Career Transition • Oil & Gas

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Carmen Goss B. Ed., Dip. Ed.

403 710 1017

PROFILE

Successfully secures teaching and training opportunities, while igniting her passion for people, pedagogy, and purpose, in support of organizations to achieve business objectives through successful program delivery.

Carmen develops and delivers Consultancy and Training on a wide range of subjects which include Communication Consulting, Recruitment Selection, Career Transition, Leadership, Sales & Marketing, Team Management, Presentation Skills, Business Development, Organizational Development, Customer Service, Motivation, Performance Appraisals, Cross Cultural Business Expansions, Creativity, Project Management and much more.

AREAS OF EXPERTISE

- As an Industry Expert and Instructor introduces Petroleum 100, in classroom and on-line learning environments.
- Accomplished public speaker and presenter at conferences and seminars.
- Teaching background: Recognized for 'teaching excellence' by students, parents, peers, and principals.
- Proficiency in current software applications such as Microsoft Office, SharePoint, Publisher, proprietary software

applications, including WebCT learning environments.

Achievements

- Launched a Career Transition Team of twelve advisors to marketplace in 3 months.
- Aligned and led a team of twenty Training and Development professionals, nationally, through experiential, blended learning initiatives over three years.
- Increased market share in the Oil & Gas Industry by 75% over a three-year period, while delivering soft skill training to Oil & Gas professionals.
- Recipient of "Toastmaster of the Year 2008", Calgary Advanced Toastmasters.
- Featured on Global TV and City TV as an industry expert, addressing the challenges in the job market in the Energy Industry in Q4, 2009.

CAREER PROFILE

President	2011-present
Prominent Personnel , Calgary, AB	
Leading Oil & Gas Search Firm	
Industry Expert & Sessional	2009-present
Instructor - Introduction to Petroleum 100	
Bow Valley College , Calgary, AB	
Business & Industry	
Vice President	2008-2011
Prominent Personnel , Calgary, AB	
Leading Oil & Gas Search Firm	
National Supervisor of Training	2005-2008
Shaw Direct , Calgary, AB	

Business Development & Corporate Trainer 2002-2005
Baxter Bean & Associates, Calgary, AB
Strategic Direction & Training

Marketing Manager for Gord Fowler 1993-2001
Re/Max House of Real Estate, Calgary, AB

PROFESSIONAL EXPERIENCE

Training and Developing

- Acting as an industry resource person for online Oil & Gas curriculum development, while delivering live courses in both credit and non-credit learning environments.
- Assess, design, develop, deliver, and evaluate training programs in technical, new hire, and soft skill development.
- Train, coach, and evaluate Trainers, HR, Supervisory, IT, Oracle, and Engineering Professionals in Effective Facilitation and Communication Skills.
- Lead Train-the-Trainer and Teacher In-Service workshops.
- Assess resources for relevance to curriculum and act as a curriculum resource person.
- Speak to management and stakeholder groups to encourage buy-in with best pedagogic practice.
- Foster a positive, 'can do attitude', through a team player approach, and mobilizing our team into action quickly, as demonstrated through thoughtful change management practices in rolling out our new corporate vision and values.
- Create and implement a strategic vision for training success, while aligning with the vision of the organization to meet their business objectives.
- Insure national training communications are accurate, timely, and align with the best practices of our business, through implementation of our Communication Specialist and our Business Improvement team.
- Added a new centre to our organization through start up and expansion, while meeting and exceeding expectations for training and development in the centre.
- Grew and developed a national training team, while undergoing re-organization

and transition to Human Resources, at our parent company.

- Increased the overall effectiveness of the training department by hiring the best training professionals and implementing best training practices.
- Developing the professional competencies of the training team to insure business success, supported through caring coaching initiatives and professional development support.

Personal Coaching

Carmen provides training and consultancy, not only at an organizational level, but also on a personal basis. She has provided one on one coaching to innumerable CFO's, CEO's, and a variety of industry professionals.

EDUCATION & PROFESSIONAL DEVELOPMENT

Business Administration Certificate, Leadership Development: NAIT, Edmonton, AB, 2008

Business Administration Certificate, Human Resource Management: Mount Royal University, Calgary, AB, 2006

Graduate Diploma of Education, Curriculum & Instruction, Dip. Ed: University of Calgary, Calgary, AB, 1993

Bachelor of Education, B. Ed: University of Alberta, Edmonton, AB, 1979

Professional Development 1994 - present

- Oilpatch EX: June Warren-Nickle
- Landmark Education, Curriculum for Living
- Mastering the Art of Enrollment – The Conversation People
- Advanced Toastmaster Gold - Toastmasters International
- Instructional Design, Freisen, Kaye & Assoc.
- Ultimate Leadership Camp, Peak Potentials Training
- The Mastery of Self Expression, The Mastery
- Needs Analysis, Langevin Learning Services
- High Performance Leadership, Leader's Circle

- Masters of Influence, Peak Potentials Training
- Leadership Seminars, DDI
- Train-the-Trainer, Peak Potentials Training
- High Performance Leadership, Maximum Achievement, Achieving Personal and Corporate Excellence, The Selling Seminar, Brian Tracy
- Insights Training, Peak Performance Systems
- Dale Carnegie Training
- Re/Max Sales & Marketing Seminars, Conferences

RECENT COURSE PRESENTATIONS

Industry Expert & Sessional Instructor: Bow Valley College

- College Success Skills
- Preparation for the Workplace and Employability Skills, including blogging and LinkedIn profiling to build a web presence to create and secure additional employment opportunities.
- Introduction to Petroleum

Seminars

- **Career Transition Seminars:** Prominent Personnel
- **Powerful Conversations:** CIO Forum, CIPS Calgary
- **Careers into the 21st Century:** DeVry
- **Creating Strategic Vision:** The Career Fair
- **Conversations for Contribution:** eWomenNetwork, Calgary, Edmonton and Dallas, Texas
- **Social Media: Making Employment Connections,** Calgary Public Library
- **Perfecting Your Pitch:** Calgary Public Library
- **Connected Communication:** Bow Valley College, Foreign Professionals Program, IAAAP Calgary Chapter
- **Entering the Energy Industry:** University of Calgary, Engineering and Geosciences through CADE and APEGGA.
- **Communicating Powerfully:** CWIE (Calgary Women In Energy)
- **Stampede Sales Stomp:** Prominent Personnel
- **Communicate to Connect:** Investor's Group

PROFESSIONAL AFFILIATIONS

Member of the Business and Industry Advisory Committee, Bow Valley College

Member of the DeVry Industry Advisory Committee

REFERENCES

Catherine Brownlee

CEO

Prominent Personnel

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403-861-2001

Kevin Brown

President

Context IT, CIPS

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403-607-7009

Catherine Bruce

Program Coordinator, Business and Industry
Bow Valley College

cbruce@bowvalleycollege.ca

403-410-1573

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TESTIMONIALS

Vice President at Prominent Personnel

"It is with pleasure that I recommend Carmen as an expert in her field. Carmen is a versatile business woman who can lead and teach through her personal and professional experiences. Her ability to articulate her ideas and communicate them to the audience is at a mastery level. Carmen's fluency in public speaking and passion to share her knowledge is evident whenever she stands in front of a crowd. She is truly a visionary and a leader who is able to share business intelligence for the betterment of individuals who share the interest in learning. I have no doubt her leadership abilities as a business woman and educator will one day be recognized on an international level." March 8, 2010

Wendy M. Smith, BA: Right Management
hired Carmen as a Business Consultant

Vice President at Prominent Personnel

"Carmen Goss has been the most impressive professional that I have ever had the pleasure to work with in 20 years. She is passionate about supporting Clients with the highest level of service to fulfill their present and future needs in the area of coaching, training and development. She is also brilliant at bringing people together to better serve our community. I highly recommend Carmen for individual Clients and for Clients that have teams interested in improving their skills on every level." December 19, 2009

Catherine Brownlee: Prominent Personnel
hired Carmen as Vice President, Prominent Personnel

Business Development & Training at Baxter Bean

"Carmen is an avid and continuous learner and this, in part, propels her to try on new approaches to some of the most challenging business obstacles. Her quest for new knowledge truly puts her in an elite category of leader in which she has the capacity to grow and improve every day - which, in my estimation is the single best quality an individual can possess. Carmen is a 'doer' that sets high expectations for herself and always delivers. In addition to all of the above, I've told her personally before and am thrilled to tell the world that she is simply the best sales person I've ever met. She has the capacity to digest negotiation issues in the moment and find mutually beneficial solutions that always result in a sale." March 1, 2009

Caroline Berglund: Owner, Talk Talk
worked directly with Carmen at Baxter Bean