Vanessa kilo solutions Sandoval

Professional Summary

• Bilingual leader adept at building consensus amongst staff and creating an involved workforce. Fosters an environment of teamwork and continued growth and development across all functions.

• Unit Manager with expertise in performance management, succession planning and process improvement. Strategic planner with strong communication skills and attention to detail.

• Unit Manager who is a dynamic leader, team player and motivator.

Skills

- Active listener
- Design Thinking Skills
- Empathic multiculturally
- Emotional Intelligence
- Mindfulness practices
- Creative
- Life and business coaching skills
- Training programs development
- Highly proactive
- Socially active
- Non-judgemental
- Work well with others

Certification

• Certified Coach of the ICF International Coaching Federation
• Certified Design Thinking Facilitator
• Training Needs Diagnosis and Analysis

Education

2017
Master of Science: Psychological Counseling and Mental Health
University Del Valle of Guatemala Guatemala City

My Masters Degree has introduced me into the Psychological world, integrating theory with a 400 hour practice, double the hours of psychologists´practice. Allowing me to broaden my behavior scope and social skills to serve my clients therapeutically, grounded by systems and existencial framework.

2009
Bachelor of Science: International Relations with a minor in Foreign Commerce
University Francisco Marroquín Guatemala City

I specialised in Foreign Commerce because of the Diplomacy and Political Sciences involved in the delicacy of diplomatic relations between different countries. I participated in the MOAS (Model Organization of American States) in Washington, D.C. It was a 6 month Program where I learned first hand on how to represent my Country as a Delegate from Second Committee B.
Coursework includes Speech and Communication, Sociology and Psychology.

Future Plans

• Certify in Mindful best practices
• Certify as a Search Inside Yourself Leadership Institute facilitator
• Co-create a Digitalized Ecosystem that enables the follow-up on the cultivation ofEmotional Intelligence practices
• Certify KILO Solutions´programs

Work History

JULY 2015-CURRENT
CEO KILO Solutions
Guatemala Guatemala City

• After working for 10 years as an external consultant and/or for someone else, I decided it was time to create my own company. It started wth a conversation with a dear friendand led me to one of the biggest but rewarding challenges I have faced in my professional life. Today it has grown into a small company with a team of 5 business partners.

• KILO Solutions offers a variety but not too extent of services which include Disruptive Coaching, Educational Coaching (for school middle and top management staff) and Emotional Co-construction. Al programs are co-created with the audience to ensure a most effective buy in. To later measure the advancement of the implementation of the desired skills through KPI metrics. After the Program is over post-training follows, to remark on the new behavioral skills acquired.
Recently researching on the best mindfulness practices for a better knowledge enhancement. Following on Search Inside Yourself from Google and created by ChadeMeng-Tan.
The distribution representation of the evaluation which generates personal Emotional Quotient from TTI Success Insights from Phoenix, Arizona. It has been a privilege to work in alliance with the Sacred Heart of Jesus all girl School, where we have co-created with the Academic Director many projects:
  – Guidelines and best practices for the Counseling Department of K-12
  – Re-engineering of HR
  – Emotional Intelligence Program for teachers and directors.

DECEMBER 2013-JUNE 2015
Life Services Representative ADEPSA
Guatemala Guatemala City

• Coordinate all Life Services Projects.

• Direct contact with the clients and responsible for customer service of the unit.

• Development of Training and Coaching Programs.

• Individual and group coaching sessions.

• Developed surveys to identify training needs based on projected production processesand changes.

• Delivered a wide variety of courses including topics on communication, team building,leadership and coaching skills.

• Coordinated ongoing technical training and personal development classes for staff members.

JULY 2013-MAY 2014
Senior and Freshmen Life Coach Jóvenes Contra la Violencia (JCV)
Guatemala Guatemala City

• I worked as a life coach and accompanied freshmen and senior teenagers through emotional distresses from daily life.

2010-2014
Freelance consulting Incompany Cultural Transition
Guatemala Guatemala City

• The diagnosis and alignment of the culture desired. Companies: Pastelería Anfora, Litografía Mayaprin, Wacha´alal (publicity agency).

2006-2010
Director of ARTE School Anfora Bakery
Guatemala Guatemala City

• Created the "ARTE" Program (Anforianos Realizando Trabajo Excelente) for staff on-boardiing and follow-up.

• Organized and led a 10 day staff orientation and training to promote collaboration.
• Responsible of establishing a flow in communication, I established and asigned specialized roles for efficient performance and project monitoring.

• Resolved employment-related disputes through proactive communication.

• Implemented a culture with coaching tools.

• Served as company representative at different meetings to promote and co-create company objectives for a better buy in of the staff.

2004-2006
Sales representative Quality Tours Travel Agency
Guatemala Guatemala City

• Developing travel packages for large groups, both on a vacation or a business level. The Agency is located in the heart of the financial and hotel district, it required of being present on a daily basis to manage multicultural clients.

• Translation of sales material from english to spanish for the better understanding of the english speaking clientele.

• Enabling the sales strategy among my peers.

• Additional to the above, I was responsible for the implementation of a system the would allow efficient monitoring through the creation of data.

• Service customer training in sales team.

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