



## Ercell B. Charles

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### Vice President of Customer Transformation & Carnegie Master

#### Language Fluency:

- English

#### Professional Affiliations:

- Guest Lecturer/Speaker – MOCHA Program (University of Missouri & Rochester Institute of Technology)
- President – Mentor Performance Systems (Youth Mentoring)

#### Available to Travel:

- Yes/Worldwide

#### Notable:

- Married with 3 children
- Enjoys speaking, writing & baking
- Avid Football Fan, "Go Pack Go!"
- Motto: "Cooperate with Greatness"

#### Work Experience:

- Global Vice President of Customer Transformation
- Affiliated with Dale Carnegie for 26 years
- Dale Carnegie Master Trainer
- Executive Coach
- Specialized Training Areas: Executive Leadership, Presentations, Human Relations and Effective Communications

#### Keynote Speaking Experience:

Ercell has delivered powerful messages as a keynote speaker for prestigious events such as the Jamaican Employee Federation (JEF), Dale Carnegie International Convention, The National Apartment Association, The Atlanta Falcons, Society of Human Resources Management (SHRM) Conferences, Georgia CASA, Womenetics.com, Goodwill Industries, MetalTek International, and Administrative Office of US Courts. He is a seven-time presenter at Microsoft's Global Dynamics User Convergence.

#### Client & Executive Presentations Coaching Experience:

- NAPA/Genuine Parts
- Assurant Solutions
- UPS Executive Development Program
- Varian Medical Systems
- Goodwill of North Georgia
- Connolly Consulting
- Centers for Disease Control – US Marshalls

#### Presentations Training Experience:

- 20+ years of High Impact Presentations Facilitation
- 15+ years of High Impact Team Presentations

#### Industry Training Experience:

- Manufacturing
- Banking
- Insurance
- Technology
- US Supreme Court
- Pro Sport Teams
- Engineering
- Pharmaceutical

#### Education and Certifications:

- Bachelor of Science – Information Technology
- Carnegie Master Designation
- Master Trainer Designation
- Certified in the following curriculum areas: human relations, conflict management, leadership, presentations skills, communications, change management, employee engagement, stress management, innovation, time management
- WebEx and Adobe Connect Online platforms