

**Sergio Rosas**

Sergio has over 18 years of experience as a corporate trainer, curriculum developer and business consultant. He is a seasoned trainer and fluent in both Spanish and English languages. His work history includes facilitating workshops for both the military and civilian sectors. He is experienced in general health and safety training, customer service training, strategic planning process, and leadership and management development programs. He has trained both in national and international settings.

**Certification/Designations**

- M.S., Human Resource Development
- B.S., Occupational Education/Corporate Training
- B.S., Business Management

**Background/Experience**

Developed and facilitated Landscaping Management Supervisory Skills for first-line supervisor. Courses included, Customer Appreciation, Barriers to Communication, Conflict Resolution, Situational Leadership, Teambuilding, Adapting to Change, and Time Management and Goal Setting.

Developed and presented Command Spanish course to Cox Cable, San Diego Ca.

Developed and delivered Avoiding Sexual Harassment in the workplace for Grande Colonial Hotel, La Jolla Ca.

Developed and facilitated Customer Service Curriculum for NN Jaeschke. Focus on Customer Service in property management and landscaping services.

Received training and certification for Command Spanish Course.

Developed and facilitated Mentoring Concepts and Skills in Spanish language for Hotel and Restaurant Employees Local Union #30.

Developed and facilitated 3 hours Conflict Resolution Curriculum for San Diego Housing Commission.

Customer Service Academy/Trainer. Facilitator for 54 hours of customer service training. Expertise in the areas of:

- Superior Service Series: Customer Appreciation, Mastering Communications, Dealing with difficult people.
- Team Work Series: The Right Attitude, Team Building, Managing Change
- Personal Best Series. Decision Making and Problem Solving, Business Ethics, Time and Stress Management

San Diego Port Authority Taxi/Shuttle Driver Customer Service Training/Program Manager/Lead Trainer. Conducted needs analysis, job task analysis, driver interviews, developed curriculum, conducted train-the-trainer sessions. Facilitated over 100 classes to date.

Health and Human Service Agency/Lead Trainer. Conducted training in the areas of Conflict Resolution, Basic Supervisory Skills, Communicating in the Workplace and Employee Motivation. Developed visual aids, handouts, and evaluation instruments.

Sempra Energy San Diego Gas & Electric/Program Manager/Trainer. Developed Conversational Spanish Courses for customer service representatives and management. Conducted student assessments, placement, supervised 12 Instructors, performed evaluations and wrote student text for Introductory Course. Taught 4 different levels of Spanish from Basic Introduction to Advanced.

ARCO Customer Service Training/Program Manager/Trainer. Collaborated in the development of Contract negotiations. Conducted in-depth research identifying training locations and facilitators in seven different states. Collaborative effort led to the award of a very lucrative contract for the Employee Training Institute of the San Diego Community College District. Taught numerous customer service classes locally and throughout California.

**Experience facilitating classes in the areas of:**

- Conflict Resolution
- Stress Management
- Time Management
- Change Management
- Business Ethics
- Team Building
- Strategic Management
- Preventing Sexual Harassment in the workplace
- Communication Process
- Listening and Learning
- Safety Practices
- Problem Solving
- Customer Service Principles
- Goal Setting
- Planning/conducting effective meetings

**Clients Include:****Locally:**

Coordinated through Employee Training Institute:

- Grande Colonial Hotel
- San Diego Metro Waste Water Management
- NN Jaeschke Property Management
- Sempra Energy
- ARCO Oil
- San Diego Housing Commission
- San Diego City Schools
- Alaris Medical Systems
- Pacific Waste Services
- Cox Cable
- Heaviland Landscaping Inc.

**Texas:**

Texas Engineering Extension Institute (Texas A&M University)  
Houston Transit Authority

**International:**

Chamber of Commerce, Panama City, Panama