

# RESUME

## Christine Jackson CPC, ACC

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### Career Coach and Trainer for Women in IT and Communications

Inspirational, results-focused professional with a history of high level leadership and facilitation skills. Enthusiastically enhances client self esteem, motivation, efficiency, and leadership competency. Possesses an impressive track record in proven career development programs, group facilitation and strategic alliances. Recognized as kind, insightful, and an energizing master of encouragement; a professional who consistently over-delivers, clarifying life and career direction. Style: gentle but firm, effectively identifies problems and facilitates solutions. A Professional Certified Coach with additional certification in adult education and demonstrated talent integrating technology, leading classes, and developing live and online training programs.

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#### CORE COMPETENCIES

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- Career and Personal Coaching for Women
- Master Networker Online and Off
- People Management Skills
- Delegation Skills
- Live Event Development and Teleclass Facilitation Skills
  - Conference Breakout Session Facilitation
  - Live workshop development and facilitation
  - Online course development and moderation
- Communications course development and facilitation
- Career development courses
- Public Speaking
- Marketing and sales
- Business development
- Teacher Specializing in Adult Learning Techniques
  - Group Facilitation
  - Assertiveness Trainer
  - Conflict Management
  - Leadership Development
  - Team Building Programs
  - Strategic Career Management
  - Virtual Team Leadership
  - Teleclass Facilitator
  - Webinar Leader
- Customer service
- Customer follow-up service

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**PROFESSIONAL EXPERIENCE****1990 - PRESENT**

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**THE IT GIRLS COACH – an online business    www.itgirlscoach.com    October 2004 - Present****Principal – Consultant – Career Coach**

Produce and facilitate career development training programs tailored to meet the needs of the individual. Covering areas such as strategic career planning, networking, boundary setting / assertiveness training, exit strategies, post promotion strategies, living and working abroad, stress and conflict management.

Specialist group learning events: Online courses developed and facilitated, live workshops and breakout sessions. also well versed in speaking and interviews.

**Key Achievements:**

- Built and grew a successful coaching practice from the ground up
- Gained a reputation for excellence in group facilitation both live and online, due to results driven attitude and ability to keep groups focused and highly motivated
- Known for ability to improve client job satisfaction, productivity and income by a minimum of 20% through development and delivery of signature coaching programs
- Designed and developed online training programs, which integrate teleclasses, webinar, online community platforms, and support materials in the form of workbooks and audio recordings
- Designed and facilitate a series of speeches and workshops/breakout sessions around the topics covered in signature coaching programs
- Built a great team of people around the world, who support the coaching practice, includes an accountant, a bookkeeper, 2 virtual assistants, a graphic designer, a writer, a marketing assistant, additional coaches, and a fulfillment company.

**May 2008 - Member of the International Coach federation Education Advisory Group. Lead by president elect, and comprised of ICF staff, committee, chapter, and SIG leaders.**

- To be defined.

**January 2008 – present Chairperson for the International Coach Federation Research and Education Taskforce**

- To lead groups in research, commission surveys and make recommendations from findings to the board.

**January 2007 – December 2007 – part of the Education research committee for the Research and Education Taskforce**

- Developed surveys, Interviewed chapter and Sig leaders, reviewed surveys including the Price Water House Cooper Coaching survey and made contributions to group proposals to ICF board.

**Mid 2006 – April 2008 Teleclass facilitator for the International Coach Federation Virtual Community**

- Joined team as a call facilitator –Tasks, keep speaker on track, keep call-in line clear and echo free, facilitate recording, question speakers, enable interaction with participants and answer queries. Went on to take the role of winding down and eventually closing the group so that ICF virtual learning could be enhanced by new ICF website calendar affording access to teleclasses lead by chapters around the globe.
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## PROFESSIONAL EXPERIENCE CONT...

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### **January 2006 – Present: Moderator Entrepreneurs Playground on Xing an online Business Network Platform**

- Facilitate shared learning and networking platform for business people around the Globe. At time of writing group had 3459 members but is growing at a rate of between 10 – 15 new members every day.

### **Coaching Co-coordinator Body Enlightenment System (Weight loss coaching program) – Heading a team of 12 coaches**

- Learning vehicles consisted of teleclasses, online platform for discussion workbooks shared learning and email support. My role was to train and co-ordinate a team of 12 coaching, overseeing 175 participants. Tasks included Coach training sessions, teaching teleclass facilitation skills, developing online discussion board environments to produce a warm but competitive energy.

### **2006 Team Leader in Michael Port's Online Traffic School Program - an 8 week course**

- Facilitated website traffic and SEO training for a group of 16 small business owners. Learning vehicles consisted of teleclasses, webinars, online platform for discussion and shared learning and email support.

### **2005 Team leader in Michael Ports 90 Day Product Factory – a 12 week online program**

- Facilitated group learning for 14 people. Objective to teach group how to develop, package and distribute products to produce a passive income from a website. Learning vehicles consisted of teleclasses, webinars, online platform for discussion and shared learning and email support.

My Key Achievement – Group was highly motivated from day one due to my forward planning, I empowered the group to lead itself – members developed a deep sense of community, group posted on the shared learning forums 2352 times in 12 weeks, participants continue to collaborate together today.

### **1993 – 2004 Assorted study, travel and Marriage**

- Perhaps not usually found on a résumé under professional experience, however this was a challenging experience, which ensured development as a person and as a future coach. Learned a lot of respect for different cultures and the difficulties experienced in living in a country where one does not fully understand the culture or speak the language. This was definitely a coal to diamonds experience.

### **1990 Age 24 – Decided I was too young to be tied to a business and sold Beauty Salon in New Zealand to travel the world**

- An entrepreneur from a young age, but wise enough to realize that there was a big world out there and a lot to learn.
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## EDUCATION

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January 2007 ICA Train the Trainer

2005 – 2007 PCCP International Coach Academy

August 2004 London House CELTA Course

1994 – Now Learning to speak German

1994– 2004 Multi-cultural Marriage and living in a country foreign to both of us

1993 – 1994 London School of Traditional Chinese Medicine and Acupuncture

1992 – 1993 Tisserand Institute – Aromatherapy Massage

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## AFFILIATIONS

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Coachville

Toastmasters International

International Coach Federation

Women for Women International

International Association of Coaching

International Coach Academy Alumni

WITI – Women In Technology International

Xing – Online Business Networking /Moderator Entrepreneurs Playground and Global Success

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## COMMUNITY SERVICE

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2008 - Member of the ICF Education Advisory Group

2008 - Chairperson: Research and Education Taskforce, International Coach Federation

2008 - Admin team member: Coaching Group supporting Women For Women International

2007 - Member of the International Coach Federation Research & Education task force

2006 - VP Memberships Toastmasters Zug

2006 – Present: Teleclass facilitator for the International Coach Federation Virtual Community

2005 - Member of the ZIWC excursions committee

2004 – 2006 Member of the Student Buddy team for The International Coach Academy

2002 – Present Assistant coach for children's gymnastics group in Walchwil (Home town)

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References are available upon request.