

BIOGRAPHY



NIKKI VESCOVI

Global Master Trainer
Dale Carnegie Training

Corporate Experience

Nikki Vescovi is a dynamic global speaker, trainer and coach, having grown up in the United Kingdom and worked in the United States and Australia. Her clients look to her to help them enhance customer service, develop strategic plans, exceed sales quotas, gain team alignment and deliver powerful presentations. She has over 33 years of corporate development and performance improvement globally including a 600% increase in sales for one client.

Nikki has worked extensively in domestic and international call centers, including converting customer service chats to sales. She also sold and led a million-dollar project to drive a cultural change initiative in a utility call center. As a Global Master Trainer, Nikki developed the first 32 female trainers for Dale Carnegie – Saudi Arabia and received Dale Carnegie's prestigious *Excellence in Instruction Award*. She has worked extensively in the Middle East, Malaysia, Australia, India, Pakistan, Japan, Korea, Malaysia, Jamaica, the U.S. and the United Kingdom.

Industry Experience

Ms. Vescovi has a strong leadership background, having coached CEOs to drive their team's performance and enhance presentation skills. With an extensive background in marketing and sales, she has also created sales and customer service programs that get results. She was the Marketing Manager for the University of Southern California's \$89 million Auxiliary Services and went on to National Accounts for Nabisco and Nestlé, creating the Casa Ortega branded concept.

In addition to her marketing experience, Ms. Vescovi has created and delivered customer service training at Columbia, USC and Stanford University. She has also worked extensively with AT&T, Bank of America, Bon **Appétit**, Westwood College and the University of Phoenix. Other clients include Intel, Trend Micro, Marvel, Subway, American Express, Microsoft and the Real Estate Institute of New South Wales.

Additional Credentials

Ms. Vescovi is a licensed Global Master Trainer in the Core Competency Training, The Dale Carnegie Course®, Leadership/Management Effectiveness, Sales and Customer Service Effectiveness, and High Impact Presentations and Breakthrough Communications. She is an NLP Master Practitioner and has her Bachelor of Science in Business Administration from Bowling Green State University focusing on Advertising and Sales Management and her Master of Business Administration in Management and Marketing from the University of Southern California.

Ms. Vescovi is also an international author and speaker, contributing to the *Thought Leaders* book, *Ideas, Volume II*, focusing on *The Power of Connection*. She brings an innate enthusiasm and ability to deal with challenge and stress to her work. She overcame her entire family being run down by a drunk driver in Germany, a plane crashing into her front room while in college, and a truck driving over her car while she was inside!