Certified Life Coach

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Objective

Certified life coach works side-by-side our residents and their family to establish a schedule and routine that preserves independence and promotes the highest level of functioning possible for each resident.

Skills

Being able to work with people from different backgrounds, Having IT skills.

Work Experience

Certified Life Coach

LOF Life Coaching - August 2006 – 2022

- Helped people to achieve their goals by suggesting different actions necessary to take control of future plans.
- Worked at hospitals, schools, companies, private institutes and government agencies.
- Life coaches are skilled at drawing out a person wisdom to maximize work or personal potentials.
- Helped clients bring about and fulfill new behaviors that will lead to successful communication in business or interpersonal relationships.
- Life coaches spend quality time with clients to establish goals, lineup priorities, monitor progress, and figure out solutions to set-backs.
- Skilled at getting clients to look inward and identify most important choices or take best decisions.
- Majority of life coaches need excellent business and marketing entrepreneurial skills.

Certified Life Coach

Delta Corporation - 2001 – 2006

- Develop/implement a Quality Assurance system to review a subset of our customer service associates conversations (emails & live chat, etc) & performance.
- Assess customer service interactions based on internal quality standards that you help develop and maintain, and initiate plans for corrective actions across all channels (including training and onboarding programs).
- Understand the key drivers of customer satisfaction, identify opportunities and determine strategies to improve overall service.
- Accompany evaluations with meaningful and constructive feedback & explain it to our associates in regular meetings.
- Ensure high standards of tone and language in all written and verbal communications to all stakeholders (internal and external).
- Review of internal documentation.
- Updates job knowledge by participating in educational opportunities; reading professional publications.

Education

Bachelors degree in Psychology

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