



CAROL MERCADO

SENIOR CONSULTANT



PROFESSIONAL EXPERIENCE

Carol J. Mercado is a bilingual strategic and action-oriented Learning and Development leader with proven success in creating processes, training/mentoring/leading personnel (all levels), leading project teams and reducing risk to save revenue and improve operational performance. She combines astute business, analytical, organizational and leadership skills in building teams and implementing strategic actions to drive revenue and improve operations.

Throughout her 20 year career at a major Fortune 500 organization, she held a series of increasingly responsible leadership positions. Her responsibilities included: training, developing and mentoring numerous employees across multiple areas. In addition, she has created curriculums that mapped behavioral and technical competencies to determine appropriate employee positions, developed programs/processes/materials, analyzed training methodologies, implemented solutions, coached training instructors and advised senior management on training initiatives. Her working languages are English and Spanish.

As a consultant for Talent Dimensions, Carol is a seasoned facilitator who functions effectively at both the strategic and tactical levels. She uses her exceptional skills to achieve results.

EDUCATION/CREDENTIALS

Carol has a Bachelor of Arts degree from Austin College in Sherman, Texas with concentrations in Communications and Spanish Literature. She also holds Training Director, Master Trainer and Instructor Certifications from Langevin Learning Services.

SPECIALTY AREAS

Carol's broad range of expertise includes competencies in the following areas:

- Talent and Leadership Development
- Performance Management
- Mentor and Executive Coach
- Strategic Planning
- Facilitator
- Workshop Design and Implementation



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