

Telecom Training Corporation



Developing and Delivering Quality Sales and Call Center Training
for Wireless, Telecom, and High Tech Companies

MELISSA HARRIS – BIOGRAPHICAL INFORMATION

Melissa Harris is the President of Telecom Training Corporation founded in 1996 that specializes in custom designing and delivering all types of training for international telecommunications companies. Since 1985, she has worked with international clients including Cable & Wireless, SETAR (Aruba), Manx Telecom (Isle of Man)/Telefonica O2, Telmex, AT&T/Cingular/BellSouth, Verizon, Belize Telecommunications Limited, Sprint/Nextel, Nortel, and Alcatel/Lucent.

Telecom Training Corporation's training and consulting specialties include new product/service launches, new marketing strategies, and new distribution channel launches that involve product knowledge, job skills, and business policies, procedures, and processes. In addition, Telecom Training Corporation designs company-wide workshops that help employees embrace change resulting from new competitors, employee downsizing/redundancy, and mergers/acquisitions. Telecom Training Corporation also develops checklists for employees to use on-the-job to provide high levels of customer service to internal and external customers and conducts mystery-shopping programs to audit operational efficiencies.

Examples of Telecom Training Corporation's most popularly requested training topics include:

- Excellent Service
- World Class Sales
- New Products and Services
- Talent Development
- Leadership and Strategic Planning
- Management, Supervision and Coaching
- Change Management
- Competing in a Liberalized Environment
- Speaking and Training
- Interpersonal Communication
- Conflict Management
- New Employee Orientation

Telecom Training Corporation has also created a global network of 60 experienced international training instructors for large company-wide training initiatives and train-the-trainer certifications. Recent speaking engagements include the Rural Cellular Association (RCA), Caribbean Association for National Telecommunications Organizations (CANTO), Caribbean Telecommunications Union (CTU), Novatech Caribbean, and Informa/IBC (International Business Communications).

Formerly, she was General Manager, National Training for Cingular/BellSouth Mobility and Manager, Corporate Training for Verizon/Contel Cellular One. She was also Regional Marketing Director and Senior Sales Manager for BellSouth Cellular and Major Account Executive for AT&T. Her educational background includes a Bachelor of Business Administration degree from Middle Tennessee State University and a Master in Business Administration degree from Mercer University.

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