

TONYA STALNAKER-TIGGETT

B.S. / M.A.

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PROFESSIONAL SUMMARY

A WBENC certified business owner and licensed training professional with over 20 years experience. Expert in creating and delivering interactive business communication programs and equipping thousands of clients to effectively communicate with confidence on-the-job. Strengths include:

- Communication Consultation
- Program Implementation
- Engaging Instruction
- Corporate, Higher Education, Non-Profit & Government Experience
- Fluent Spanish
- Managing Staff
- Proven Results
- Community Outreach
- Diplomacy
- Professionalism
- Client Satisfaction

PROFESSIONAL EXPERIENCE

Adjunct M.B.A. Faculty, Fisher College of Business

The Ohio State University

2013 - Present

Columbus, OH

Core Communications Course: Leadership & Professional Development

- Design and deliver 7 week core communications course to over 50 M.B.A students twice per year. Responsible for providing 20 hours of communication and leadership content in addition to coordinating 3-5 guest speakers to lend diverse perspective from a variety of industries in order for students to gain knowledge on effectively leading teams, increasing visibility, strategically communicating for success, and improving relationships and interactions across their employing organization during studies or post-graduation.
- Establish baseline anecdotal measurements and conduct post-class surveys to demonstrate measurable changes in behavior and application of class content -on- the- job utilizing topics such as DiSC communication styles, Emotional Intelligence, and my customized workshop called Promoting U, resulting in 43% of participants reporting immediate benefits in bettering communications.

Owner / Founder / Programs Director

Promoting University, LLC and Speak Our Language, LLC, (d.b.a. SOL)

2003—Present

Columbus, OH

- Manage all daily operations for company, WBENC (Women’s Business Enterprise National Council) certified, a 2011 NAWBO (National Association of Women Business Owners) Visionary Award Finalist for visionary training programs, and A+ rated by the Better Business Bureau of Central Ohio, resulting in annual revenue doubling from 2011-2012. Additionally, design, build and implement customized programs for business clients, 12 general enrollment adult classes and two adult study abroad programs to Mexico and Guatemala annually, in addition to customized Promoting U! programs.
- Oversee 8-11 sub-contracting teachers annually, up to 22 class sessions for Business Spanish courses, resulting in delivering more than 1,700 learning hours being logged for our clients in 2013 due to staff retention rate of 75% over 10 year period and 50% retention rate of clients annually.
- Represent all public relations and marketing efforts (10TV, WCMH 4, Fox 28) and in print (Columbus CEO Magazine and Columbus Business First).
- Serve as training consultant and training facilitator for internationally known communication consultant and public speaker, Cindy Solomon, delivering leadership and customer loyalty programs to over 500 participants in 8 markets nationwide between 2012 and 2013.

PROFESSIONAL EXPERIENCE CONTINUED

Board Member and Vice President of Corporate Relations **2011—Present**
Women for Economic and Leadership Development (WELD) Columbus, OH

- Chair and train the newly formed Corporate Relations committee, growing it from 2 to 18 volunteer members in 4 months. Responsible for relationship management of 31 corporate members providing \$80,000 in revenue to WELD on an annual basis, logging more than 200 committee hours in first six months of 2013 and successfully on-boarding six new corporations in three months. Assist the Executive Director in business development activities and during sales calls for perspective and / or current corporate members, averaging three calls per month in volunteer capacity in 2013.
- Grew WELD Membership Committee from 4 to 10 members during two-year tenure as former Chair of Membership, and increased volunteer hours from 1,000 to 1,600 and volunteers from 35 to over 120 people. Increased individual membership by 15 people and landed 3 new corporate members for a total of \$6,000 in new revenue.

CTO Leadership & Development Co-Manager / Spanish as a Second Language **1999—2011**
Program Manager / Operations Project Manager / Retail Unit Manager
JP Morgan Chase (formerly Bank One, N.A.) Columbus, OH

- Innovated training approaches at JP Morgan Chase with interactive, virtual training resulting in the course being selected as the most popular among 3,000 operations employees. Consistently delivered quality, relevant, and engaging courses online and in person, resulting in being recognized by management as the most effective and most complimented trainer on a team of 13 instructors. Designed the most number of courses in one year on our team (nine) and delivered more than 80 classes to over 1,000 employees in an eight month period (second most on our team). Selected four consecutive years to lead training in highly visible on boarding program in New York City to over 500 participants.
- Managed and created the first ever JPMC (formerly Bank One) Spanish as a Second Language (SSL) program in New York City and Columbus, virtually and on-site, resulting in over 600 employees graduating from course and being named as ICON award recipient for program innovation. Trained total of 25 adjunct personnel to lead courses as stretch assignments and skill development, resulting in 2 colleagues receiving promotions.

ADDITIONAL PROFESSIONAL EXPERIENCE, EDUCATION & MEMBERSHIPS**Current Memberships**

-**WELD** (Women for Economic and Leadership Development), **ASTD** (American Society for Training and Development), **Better Business Bureau of Central Ohio**, **WBENC** (Women's Business Enterprise National Council).

Spanish Lecturer / Teaching Assistant / Study Abroad Resident Director **1994-2001**
The Ohio State University (OSU) Columbus, OH & Cuernavaca, Mexico
– **Master of Arts** – Spanish Peninsular Literature and Culture & Study Abroad Coordinator for OSU
– **Bachelor of Science** – Foreign Language Education: Honors Graduate in Spanish from José Ortega y Gasset Study Abroad Program in Toledo, Spain through OSU.