

ARTURO VENECIA II, MBA
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Career Objective: Join a growing organization that I can assist in the development and advancement of its next generation of leaders.

Professional Skills:

Leadership & Diversity/Inclusion Expert
Coaching & Facilitation
Team Building & Collaboration

Instructional Design
Intervention Strategies
Change Management

PROFESSIONAL EXPERIENCE:

TCF Financial Corporation: Burr Ridge, IL 9/2011 – Present

AVP, Senior Learning & Development Specialist 4/2019 – Present

- Consult with Directors and Stakeholders in developing training solutions that align with Company's Mission & Values that create measurable results at the departmental level.
- Develop an Enterprise wide deployment training program of Leadership, Coaching, Customer Service, & Sales training with specific deadlines and deliverables.
- Delivers instructor led & virtual training in Sales Management, Consultative Conversations, Developmental Coaching, and Diversity & Inclusion throughout the Enterprise (7 states).
- Led Change Management initiative to convert existing Instructor Led Training (ILT) to virtual Instructor Lead training (vILT) while maintaining a high level of participant engagement with activities & exercises and utilizing Zoom/Teams functionality.
- Instrumental in developing and delivering Companywide Diversity & Inclusion Strategy & Training Program.

Business Specialty Training Manager, AVP: 3/2017 – 4/2019

- Led a cultural shift from an "order taker" sales approach to a consultative customer centric sales experience that identified a customer's current and future needs.
- Certified in Richardson's Sales Training programs: Consultative Conversation, Developmental Coaching, & Sales Management.
- Customized Richardson's Sales & Coaching Training programs for the Banking Center Team Members. Designed exercises & activities for participants to apply the framework directly to their jobs. Ensuring that the class was real & relevant to the day to day situations.
- Coached participants on how to identify and understand customer's cues, clues, & habits.
- Developed a series of retail playbooks that reinforced classroom learning with on the job observations and coaching opportunities.

Employee Development Specialist II & Officer: 9/2011 – 3/2017

- Led Change Management Initiative to proactively meeting with Department leaders to identify training opportunities. Positioned Corporate Training as a learning solution that deliver results.
- Tripled the learning solutions offered by designing & developing real and relevant training classes. Emotional Intelligence, Generations in the workplace, Change Management, After Strengthfinders, Team Accountability, Stress Management to name a few.
- Developed Key Performance Indicators (KPIs) & Individual Development Plans (IDPs) for post training development.
- Assisted in formal job analysis and curriculum development with employee learning paths for development and promotion.

Leader – Hispanic Employee Resource Group (ERG) 7/1/2020 – Present

TCF Financial Corporation: Burr Ridge, IL

- Co-Led Change Management Strategy that developed & launched Employee Resource Groups (ERGs) across the organization.
- Lead the 1st Hispanic Employee Resource Group for the Central Region
- Promote Diversity, Inclusion, & Equity in Corporation through Organizational Awareness, Community Outreach, Recruitment/Development, & Business Outcomes.
- Design & deliver Educational Sessions & workshops to promote DEI Initiatives.

Adjunct Professor & Curriculum Chair for Diversity Class: 9/2006 – 3/2020

Robert Morris University: Chicago, IL

- Taught Graduate courses that include Diversity, Human Resources, Leadership, Management, Change Management, Communication, and Ethics.
- Delivered competency-based education which aligned with the college model of curricula and style of teaching.
- Related professional/life/industry experience to learning by the continuation of professional skills development into courses and the active awareness of industry trends and opportunities.
- Served as Diversity Chair for Managing Diversity Graduate Class

Adjunct Professor: 9/2008 – 9/2011

Elmhurst College: Elmhurst, IL

- Taught Undergraduate course in International Business, International Economics, and Macroeconomics.
- Coached, mentored, and developed students in the areas of career counseling, resume writing, interviewing skills, personal branding, and other life skills.

Adjunct Professor: 2007 – 2009

North Central College: Naperville, IL

- Taught Graduate course in International Marketing, Human Resources, Strategic Planning, Leadership, and Organizational Development.
- Coached, mentored, and developed students in the areas of career counseling, resume writing, interviewing skills, personal branding, and other life skills.

Senior Consultant: 10/2005 – 9/2008

HCD EXPERTS, INC.: Aurora, IL

- Designed and delivered innovative training programs to adult learners that focus on responding quickly to emerging needs and trends.
- Training programs included leadership development, effective management, team building, customer service, diversity, and more.
- Planned, designed, and facilitated large-scale event for up to 100 people several times yearly with explicit purpose of knowledge transfer, best practices, and collaboration across boundaries.

Vice President – Commercial Lending Unit: 6/2004 – 10/2005

FIFTH THIRD BANK: Aurora, IL

- Solicited, underwrote, coordinated, and managed the Commercial and Small Business loan portfolio.
- Oversaw the review of executed loan documentation to ensure compliance with all state and regulatory requirements.
- Obtained pertinent information relating to the proposed transaction and property.
- Call on mortgage loan brokers, commercial real estate agents, banks, to solicit and develop loan business.
- Ensure the safekeeping of all legal documentation file including document imaging and creation and maintenance of collateral and legal documentation files.

Vice President – Commercial Lending Unit: 4/2003 – 6/2004

OAK BROOK BANK: Aurora, IL

- Created business development strategy to target mid-sized companies to grow loan of commercial loans, commercial real estate loans, and lines of credit.
- Mentored, coached, and developed less experienced team members.

EDUCATION:

North Park University (Chicago, IL):

Master's in Business Administration (May 1993)

Aurora University (Aurora, IL): Bachelor of Arts (May 1988)

Major: Finance/Economics

CERTIFICATION & EXPERIENCED IN:

Virtual Online Trainer

Michael Smith Life Coaching Certification

Richardson Developmental Coaching & Sales Management Certification

Covey's 7 Habits for Manager

ASSESSMENT EXPERTISE:

The 5 Dysfunctions of a Team

John Maxwell 360 Degree Leadership

DiSC

Strengthfinders

VOLUNTEER WORK:

Career Coaching for Young Professionals (Hispanic Alliance for Career Advancement)

Toastmaster Member Woodridge Club

Additional Information Available Upon Request