



Jessika Santiago

Senior Trainer

Live Online Trainer & Producer

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www.linkedin.com/in/jessikasantiago

Language Fluency

English

Portuguese

Global/Regional Experience

Resides in Brazil

Has lived in France

Personal network in US, Canada,
Costa Rica, Germany, Cape Verde,
Mexico, among others

Available to Travel

Yes/Worldwide

Franchisee Approved to Work in the Network

Yes

Contact Stephen Holgate

347.301.4538

stephen.holgate@dalecarnegie.com

Notable

Highest Achievement in Online
Training 2021

Multi-cultural background
personally and professionally

Work Experience

- 7+ years' experience as a multi-course certified Trainer
- Multi-cultural experience training for customers in US, Brazil, Portugal, Argentina, India, Sweden, Germany, Mexico, St. Lucia, among others
- 3 years' experience with customer service and leadership in the American Chamber of Commerce for Brazil
- 3 years' experience in women leadership development

Client Experience

- | | |
|---------------|---|
| • ABB | • Caterpillar |
| • Veolia | • Johnson & Johnson |
| • NISSAN | • Litera |
| • Tik Tok | • Hapag-Lloyd |
| • SCANIA | • Banco do Brasil SA |
| • Sylvamo | • Smurfit Kappa |
| • BNP Paribas | • IDB – Inter-American Development Bank |

Governmental Experience

- NJACCHO – New Jersey Association of County and City Health Officials
- ANAC – National Agency of Aviation, Brazil
- DC Water Agency
- DC Metro
- St Lucia Government

Industry Training Experience

- | | |
|------------------|---------------|
| • Manufacturing | • Media |
| • Technology | • Engineering |
| • Marketing | • Services |
| • Pharmaceutical | • Retail |

Education and Certifications

- BS in International Relations
- Exchange program at Sciences Po, Paris, France
- Certified curriculum areas: human relations, leadership, presentation skills, customer experience, process improvement, change management, stress management, innovation, multi-generational teams, time management
- Zoom, Teams, Webex, Google Meet platform proficiency