

EEPConsulting

"The Global Approach to Service"



Ellen Peneski
President

As President of EEPConsulting, **Ellen Peneski** brings 12 years of in-depth international experience from the business side of service. She has presented at business conferences, delivered international sales presentations, and spearheaded intensive performance improvement projects.

Ms. Peneski has created and implemented a document management process; directed website development projects, designed computer based training programs, and managed several training rollouts, all promoting knowledge exchange.

She has traveled to more than 35 countries in South East Asia, Europe, Central and South America. Knowledgeable in "The Global Approach" of customer service, Ms. Peneski integrates her array of skills to serve her client's needs in the most efficient and cost effective manner possible.

We can help you . . .

- **Improve** performance in targeted areas.
- **Communicate** with impact.
- **Accomplish** strategic objectives more efficiently and effectively.
- **Research** solutions.
- **Implement** change.
- **Evaluate** results.

We specialize in . . .

- Intercultural Management Services
 - Business Process Improvement
 - Needs Assessment
 - Vendor Selection
 - Market Research
- Customer Service Solutions
 - Instructor Lead Training
 - Curriculum Development
 - Knowledge Management Projects
 - Quality Performance Improvement
- Communications
 - Facilitating
 - Corporate Presentations
 - Public Speaking
 - Newsletters

We are results driven . . .

- Successfully built local customer service teams in six Latin American countries for a leading electronic automotive information company, while ensuring quality, timely product launches.
- Evaluated trends, established best practices and delivered training courses for over 300 technical support representatives.
- Developed curriculum, and seminars based on four "Enhanced" investment software products. Trained 3,500 financial advisors on software for America's number one independent brokerage firm.
- Wrote and implemented customer-service compliance-standards for international distributors.
- Conducted nationwide computer training classes involving over 15 different types of software for multi-national automotive information company.
- With a team of three, negotiated a multi-million dollar sale of imaging software for Insurance Company headquartered in Sao Paulo, Brazil.
- Researched, wrote and produced a bilingual (English/Spanish) multi-media Knowledge Asset portal for company website.