

Steve Williams

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CAREER HIGHLIGHTS

Creative leader with experience in training and developing people, as well as in marketing, sales and customer service. Proven ability to thrive in a team environment and act as a catalyst to get results that satisfy bottom-line financial objectives as well as customer and employee satisfaction. A unique combination of analytical and intuitive thinking skills.

PRESENTER/FACILITATOR/TRAINER

- Created, developed and presented Communication workshop for Information Technology industry focused on interpersonal communication, handling conflict and professional presentations.
- Certified trainer of LifeKeys – helping people discover their talents, gifts, personality type, values and passions.
- Developed presentation and coaching skills as a trainer of public speaking and communications classes for Dale Carnegie courses who produced consistently high graduation ratios and positive feedback from class participants.
- Acquired necessary skills to train Leadership Training for Management course, which increased effectiveness in working with small groups of professionals in a seminar environment. One company developed cost reduction projects saving over \$250,000.
- Developed a fast-moving presentation for gas industrial engineers as well as non-engineers, which produced positive feedback and led to additional training opportunities within the company.
- Frequently develop and present motivational speeches, sermons, and workshops.

STRATEGIC LEADER/MOTIVATOR

- Collaborated with outside consultants to develop background research and data needed for strategic planning process which, once completed, led to several new business units and began the development of a retail marketing strategy.
- Led the development of a retail marketing project that produced a business case and became the underlying work for the new merged parent organization for implementing this strategy.
- Provided leadership to a Mission Study group that became the basis for a search for new pastoral leadership. Developed and wrote final report.

PROBLEM SOLVER/ANALYST

- Responded to a crisis with call center and billing system through hands-on, interventive approach with employees and management that led to new safeguards and a long-term plan to improve system performance.
- Led effort to review and replace ad agency in exchange for an aggressive campaign focused on beating back the competition in central Indiana, enabling company to maintain and increase market share.
- Worked collaboratively with regulatory department to develop a tariff which allowed the organization to negotiate special contracts and prices with customers attempting to by-pass the company, leading to multi-year large contracts which provide more load and margin than was previously available.

SALES AND MARKETING

- Business to business sales of training solutions in south central Indiana.
- Inside sales of training courses in Indianapolis area.
- Led marketing, advertising and customer care departments of large natural gas energy business.
- Sales of chillers, energy management systems, and maintenance contracts to building owners and design engineers.

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PROFESSIONAL EXPERIENCE

TWOVENTURE CORP – Training and consulting business
Owner and co-founder of independent business, 2000 – Present

CENTER GROVE PRESBYTERIAN CHURCH –
Interim Youth Ministry Equipper, March 2006 to 2008.

HANES & ASSOCIATES, INC. (Dale Carnegie Training)
Contract Operations Manager & Training Consultant, 2000 - 2003
Part-Time Avocational Trainer, 1986 – 2006

INDIANA GAS CO., INC., 1986 - 2000
Vice President of Marketing and Customer Services
Vice President of Marketing and Sales
Director of Marketing
Director of Residential and Commercial Marketing
Manager of Industrial Marketing

YORK AIR CONDITIONING, 1984 – 1986
Sales Engineer

CUMMINS ENGINE COMPANY, 1981 - 1984
Plant Engineer

SIECO, 1979 - 1981
Mechanical Engineer

CAPITOL PRODUCTS CORP., 1977 - 1979
Plant Engineer

SEAGRAM AND SONS, 1971 - 1977
Maintenance Engineer / Plant Engineer / Coop Engineer

EDUCATION AND TRAINING

M.A. Ministry Leadership, Indiana Wesleyan University, 2005.

B.S., Mechanical Engineering, University of Cincinnati, 1971

Wabash Executive Program, Wabash College, 1989-91

Dale Carnegie Training. Certified to train: Dale Carnegie Course; Leadership Training for Managers; High Impact Presentations.

Dale Carnegie Training: Graduate of Sales Advantage Program