

CONSULTANT PROFILE – Trevor Isaac Isika

I have over 18 years' worth of knowledge and experience developing and conducting corporate, business and customer services training for a variety of industries, including financial services, manufacturing, farming and information technology. I am highly conscientious in follow through, planning and organization of new ideas/products and readily accept new challenges.

I have exceptional communication skills with extensive public speaking/presentation experience. My well-developed capacity to build trusting relationships, enthuse, motivate and encourage collaboration from stakeholders, staff and management, has proven me to be an invaluable asset to multiple projects. I undoubtedly lead by example, and I am able to successfully motivate and facilitate an effective training program. I am skilled in bringing learning programs to life, developing session plans, conducting and providing training to staff with varying levels of need including front line leaders. My presentation style is energetic, anecdotal and learner-focused, with a view not only to help participants improve their knowledge levels, but also to enhance their willingness and ability to apply what they've learned in a practical setting.

I excel in client liaison, analysis, design, development and delivery of learning interventions, as well as facilitating the learning of others.

Professional Training Expertise

- New Market Business Strategy Development and Implementation
- Negotiation and Sales Skills
- Leadership
- Customer Service
- Process/Procedure Analysis and Technical Solution Development
- Emotional Intelligence
- Presentation Skills
- Coaching

Education

- Bachelor Project Planning and Management, University of Nairobi
- Diploma Information Technology, INNORERO University

Certifications

- Risk Management
- Balance Score Card
- Change Management
- Advocacy

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Achievements

- Successfully Organized Trade Missions for Danish Manufacturers to Kenya, Tanzania and Ethiopia.
- Organized Learning and Networking workshops for 17 Danish Manufacturers in Kenya and Ethiopia.
- As the Key point of Market penetration for Manufacturers represented by The Confederation of Danish Industries, I;
 1. Negotiated and successfully launched distributorship partnerships for 4 Manufacturers in Kenya and Tanzania.
 2. Through customer segmentation training, customer identification and contacts, I was able to have two Danish Manufacturers open offices in Kenya to serve East Africa.
 3. Through Partner Profiling and Analysis, oversaw the purchase of shares in a Kenyan Agricultural Firm by a Danish Seed Production Company.
- After product analysis training I was able to source for an international partner for a Kenyan Fruit Pulp Manufacturer.
- Through training of good agricultural practices I was able to increase the international sales of a Kenyan Avocado Farm.
- Professionalized Livestock Farming in Kitui and Taita Taveta Counties through Training of 100 Livestock Producers Groups and over 200 Livestock Executive Committee Members in conjunction with The United States Department of Agriculture, K-SALES and The County Governments, thus increasing their market penetration and income sources.
- As part of a team, developed a payment software for a Kenyan Bank and trained all the staff on Change and Implementation.
- Implemented M-Pesa and Internet Banking in a Kenyan Bank and trained Staff and Customers.
- As part of the teams responsible for Kengen, Safaricom, Mumias Sugar and Eveready IPO's, developed the necessary systems used, trained staff in different institutions and managed the whole process for a Kenyan Bank.
- Was part of a team as a change agent responsible for training the financial institutions staff on its new business model and how to easier adapt to it.

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