

# Edward Santoyo

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## Summary

High spirited individual with over 10 years of leadership experience specializing in empowering, motivating and development. I have a passion for growth and enjoy facilitating my training classes. My BA comes with a focus on organizational leadership allowing me to manage and motivate others with excellent verbal, written, presentation and storytelling skills.

## Experience



### Sales Partner

Gesa Credit Union

Jan 2001 - Present (22 years 1 month)

Ensure high quality, consistent and innovative facilitation, and delivery of training programs in rapidly growing and changing organization.

- Lead the facilitation and delivery of organizations sales and service programs.
- Continuously inspect for effectiveness of delivery and training programs to identify opportunities of improvement and ensure defined learning objectives are facilitate as designed.



### Retail Services Manager

Gesa Credit Union

Jan 2001 - Jan 2014 (13 years 1 month)

Oversee the operations of the branch including new employee onboarding, budget request and management along with audit compliance.

- Empower and encourage teammates continued growth.
- Manage relationships, organizing and overseeing the development of my staff.

## Education



### Southern New Hampshire University

B.A

## Skills

budgeting • delivery • organizational skills • quality • sales • training programs