

Curriculum Vitae



Elisabeth Margaretha Maria Dols-De Rooij

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OBJECTIVE Applying an intrinsic approach to English as a global communication tool; ultimately, realizing a dialogue between man, missions & markets.

PERSONAL MOTTO "I firmly believe that through effective communication we can realize our personal objectives, academic purposes as well as organizational goals."

PROFILE Customer, result and solution oriented woman looking for an organization to excel in by combining over 30 years of international coaching, consulting, marketing & management and training experience.

COACHING | CONSULTANCY | TRAINING & TEACHING EXPERIENCE

Jan 2009 – present	Maastricht School of Management, Executive Programs, the Netherlands Consultant Courses included Communication & Presentation Skills, Customer Relationship Management, Proposal & Report writing
Jan 2009 – present	Training/Advice Centre Nihil Admiraria, Bemelen, the Netherlands Career Development Trainer for international MBA students
Jan 2009 – present	Zuyd University, Heerlen/Maastricht/Sittard, the Netherlands Cambridge Business English Certificate Trainer Faculties included Commercial Management, Facility Management and People & Business Management
Feb 2008 – Jul 2009	SintLucas Creative College Boxtel, the Netherlands Guest lecturer Communication English
Feb 2003 – Jul 2007	Leeuwenborgh Opleidingen Maastricht, the Netherlands ESL Teacher English Curriculum test developer for Intermediate Professional Vocational Education

INTERNATIONAL MARKETING & MANAGEMENT EXPERIENCE

- 2008 – present E.M.M. Dols Communication-Realization | **Communication Engineer**
Beek, the Netherlands
Specialized in coaching, consulting, training and teaching English as a Global Communication Tool.
- Jan 2006 – Jun 2006 Nihil Admirari International, Dubai, UAE | **Marketing Manager**
Responsible for the development of a global communication message and project based marketing plan 'to Genesis', targeting a multi-national senior management audience.
- Jun 2002 – Feb 2003 Training/Advice Centre Nihil Admiraria, Bemelen, the Netherlands | **Copywriter-Content Editor**
Responsible for the content and development of various training programs.
- Dec 1997 – Apr 2002 Regus Nederland BV, the Netherlands | **Business Unit Manager**
Responsible for Regus Europahave business centre in Maastricht:
➤ Centre budget targets, gross operating results;
➤ Monitoring Key Performance Indicators;
➤ Account management (internal as well as external);
➤ Billing and debtor management;
➤ Planning and implementation of sales and marketing strategy at regional level;
➤ Team management and recruitment.
- Dec 1996 – Dec 1997 NATEX, NATO Airbase Teveren, Germany | **Retail Buyer**
Responsible for the gift department of this duty-free retail store serving an international military audience/community stationed in Europe.
- Sep – Dec 1996 R & M Research & Marketing, Heerlen, the Netherlands | **Translator Dutch-English**
- Sep 1995 – Dec 1995 Canadian Imperial Bank of Commerce, Toronto, Ontario, Canada | **Marketing Researcher**
Analyzed the youth market in Ontario, in particular students, for the purpose of seeking out potential credit card users and the determining factors in their choice of credit card. This research was undertaken on behalf of the Canadian Imperial Bank of Commerce.
- Dec 1990 – Dec 1991 Siemens Electric Limited, Mississauga, Ontario, Canada | **Marketing & Communications Assistant**
- Feb 1988 – Dec 1990 Faxon Canada, Mississauga, Ontario, Canada | **Marketing & Sales Coordinator Canada**
Responsibilities included:
• Coordinating and fulfilling the Canadian sales effort; through report writing, business correspondence and accurate alignment of sales targets, offers and quotations;
• Acting as a liaison between several stakeholders such as sales representatives external and customers and customer services representatives internal;
• Organizing, implementing and evaluating exhibitions, conferences and sales meetings, within a predetermined budget.
- Sep 1987 – Feb 1988 Wardair Canada, Pearson International Airport, Toronto, Canada | **Passenger Agent**

ACHIEVEMENTS | ADDITIONAL EXPERIENCE

- 1999 Regus plc **Award 'Benelux Sales Centre of the Year 1999'** during my leadership position as a Business Unit Manager of Regus Europehave in Maastricht
- 2000 **President** of Regus European Forum, an employee relations organ including 2,000 members throughout Europe

INTERNATIONAL EDUCATION

- 2005 Fontys alumnae, Sittard, the Netherlands
BA English completed in August 2005
- 2003/2004 Fontys alumnae, Sittard, the Netherlands
Pedagogical-Didactic Skills Certificate completion in June 2004
- 1997/2001 Regus plc Head office London, United Kingdom
Business Management Training
School of Excellence completion in December 2001
- 1991 - 1995 Ryerson Polytechnic University alumnae, Toronto, Ontario, Canada
BA Marketing completed in December 1995
- 1989 Dale Carnegie & Associates Inc., Toronto, Ontario, Canada
Dale Carnegie Course in Effective Speaking and Human Relations
Completed with 100% certificate in 1989
- 1988 Alliance Française, Toronto, Ontario, Canada
French Advanced completed with certificate in 1988
- 1980 – 1983 St. Servaas College (M.E.A.O.), Maastricht, the Netherlands
Intermediate Vocational Education Hospitality/Tourism
Diploma 1983
- 1978 - 1980 St. Michiel (H.A.V.O.), Geleen, the Netherlands
Upper General Secondary Education: Arts & Languages program
Diploma 1980

ADDITIONAL INFORMATION

- Languages: English & Dutch native, German professional proficiency, French fluent
- ICT Proficient in Microsoft XP and Vista: Ms Office Word, Excel, PowerPoint, Publisher, Outlook, Adobe Photoshop, Windows Movie Maker
- Passionate about: Fitness, Tai Chi Ch'uan, Salsa and Yoga
- Transportation Driver's License B and E

REFERENCES

- LinkedIn Profile References are stated on LinkedIn profile but are also available in writing upon request.