



Customized Training Solutions for Telecommunications, Electric Power, and Cable Industries

Melissa Harris, MBA – CV

January 2016



Melissa Harris is CEO of Telecom Training Corporation (TTC) that provides customized training solutions to the telecommunications, cellular, and cable television industries. She is a dynamic facilitator, instructional designer, coach, consultant and frequently requested chairperson and speaker at global industry conferences.

She is also a “matchmaker” for her global team of over 850 industry-specialized professional trainers/coaches/consultants for the needs of organizations needing temporary external resources.

She typically works with organizations during mergers/acquisitions, new network/product launches, culture transformation, and customer experience management. The types of training she facilitates and custom designs include product training, soft skills for sales, customer service, call centers & leadership, software/billing systems, and new hire onboarding.

Established in 1996, TTC is renowned for increasing sales, improving customer satisfaction, and exceeding corporate goals for clients ranging from global leaders to smaller organizations. Examples of clients include Verizon, AT&T, Sprint, Comcast, Belize Telemedia, Guyana Telecom, Saudi Arabia Telecom, Safaricom (Kenya), Manx Telecom (Isle of Man), Two Degrees Cellular (New Zealand), Singapore Telecom, Alcatel/Lucent, Telefonica/O2, Vodafone, Cable & Wireless, and Telmex.

Her background prior to founding Telecom Training Corporation includes: General Manager National Training, Regional Marketing Director, and Senior Sales Manager for AT&T and Manager Corporate Training for Verizon. She has BBA and MBA degrees in marketing/retailing/accounting. Melissa’s volunteer work with dog rescue and adoption reflects her passionate caring and desire for excellence used every day in business.



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