

Juan Manuel Benavent

Customer Service & Retail Sales Consultant / Speaker at CV Consulting

Panama, Other, PA

Customer Service and Customer Experience Management speaker, trainer and consultant.

Biography

Proven track record of successes helping companies large and small develop and strengthen a customer-centric culture. Specialties: Customer Experience, Exceptional Customer Service, Executive Coaching, Appreciative Inquiry, Asset-Based Thinking, Team Building, Leadership, Strategic Planning, High Performance Retail Sales. Some recent speaking engagements: Technological University of Panama (Panama), Conexus Global (Panama), 5th PMI Congress (Panama), Panama Chamber of Commerce (Panama) FITAC (Medellin, Colombia), Mente e Innovación Global (Bogota, Colombia), Consorcio para la Formación Profesional (Medellin, Colombia), MarcusEvans Conference on Corporate Education (Bogota, Colombia).

Availability

Keynote, Panelist, Workshop, Corporate Training

Industry Expertise

Talent Management, Professional Training and Coaching, Hotels and Resorts, Consumer Services, Apparel/Accessories, Management Consulting, Hospitality, Retail, Corporate Training, Travel and Tourism, Restaurant/Food Service, Specialty Retailers, Human Resources

Areas of Expertise

Multicultural Counseling and Coaching, Team Building, Customer Service Training, Motivating and Training Leaders, Management & Leadership, Customer Experience Management, Motivating and Inspiring, Retail Sales Training, Sales Training and Sales Effectiveness, Multicultural & Diversity

Affiliations

Asociación Nacional de Profesionales de Recursos Humanos de Panama

Event Appearances

Customer Service Excellence

Camara de Comercio de Panama

Leading Multi-generational Teams
4th PMI Congress

Customer Experience Management
FITAC

Corporate Universities
Consortio para la Formacion Profesional

Developing High-Potentials
MarcusEvans Conference on Corporate Education

Education

Universidad de Panama
Bachelor in Science Economics

University of Illinois at Urbana-Champaign
Professional Executive Development Program

INCAE/Cornell University
Professional Restaurant Management

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