

DAWN LEITNER

BIO & Client Testimonials

**CTA Certified Professional Coach / Team Builder / Leadership Development Professional
Organizational Change Consultant / Interactive Team and Personal Development Trainer**

Specialized Expertise In...

Leading and building Customer Service teams	Creating and delivering customized leadership programs
Improving trust and communication between units	Designing meaningful performance measurements
Revamping workflows and building structure	Designing executive retention & career planning programs
Building efficient controls and predictable routines	Coaching through organizational and cultural change
Building a culture of accountability and follow-up	Serving as Surrogate Manager to tackle time critical needs
Establishing Standard Operating Procedures (SOPs)	Addressing "Problem Child" performance issues

Proven Experience

- Successful entrepreneur and former IT Services Director at Computer Sciences Corporation (NYSE: CSC), a Fortune 500 Company where I was promoted six times in 15 years.
- 15+ years experience adapting to and growing in progressively larger roles. Experience managing teams up to 40 professionals locally and virtually across the U.S.
- Managed budgets up to \$11 million with a 7% reduction three consecutive years for a customer service unit that supported 2,400 employees in 19 offices.
- Reliable and systematic approach solving problems and delivering results to meet customer deadlines.
- International experience (in Asia) developing and directing professionals from diverse cultures and built cohesive team alignment on large scale projects.
- Belief that people will adapt to change in work flows when given accountability and time.
- Tested leader. Ability to stay focused and clear-headed in stressful and chaotic situations.
- Intuitive ability to break down complex projects into manageable components for others to achieve.
- Served on multiple Professional Boards and Associations including; President, International Coaching Federation; National Premier Coach for EWomenNetwork, Member, Society of Human Resources Professionals (SHRM), Extreme Mentor Member, National Association of Women Business Owners (NAWBO); VP, Association of Information Technology Professionals

What Clients Are Saying...

(see [LinkedIn](#) for more details)

“This experience exceeded my expectations - instead of my coach giving me a daily schedule, I have put myself on a daily schedule that I adjust as the circumstance dictates. My fear that a schedule would 'restrict' me is gone - I now feel like it frees me up by giving me a clear idea of how to parse my time.

I liked that you asked permission to challenge me. I liked that you made yourself available to me after hours. I liked the incredible professionalism you displayed. I loved the way you used technology to provide your service. And I liked that you seem generally concerned about my well-being.”

“Dawn is exceptional. I have taken a number of courses and read many books yet she was able to bring the learnings alive and help me adopt new ideas and practices.... I am demonstrating and living a much better and different life which is my best proof of Dawn's effective teaching and coaching.”

“My experience was fun and very educational. It was well worth the time and money and I continue to use things I learned in Dawn's workshop. I hope to attend another workshop in the future and would highly recommend it to other women in any stage of life who are looking to learn more about themselves.”

“I was extremely impressed with Dawn's professionalism, experience and ability to ask the right questions and ensure value out of our meetings. I enthusiastically recommend Dawn for anyone looking to improve their leadership capabilities and career focus.”

“While working with Dawn, I've seen her passion for working with people and her commitment to transform those clients into confident, focused and exciting people. Her life and business experiences have given Dawn insight and understanding into the many challenges business professionals face today. Dawn's creative and energetic spirit is contagious to those who have the pleasure of working with her.” *Janet A., Computer Training Specialist*

“I never thought I needed the kind of career coaching services that Dawn provides, but now I don't know how I ever succeeded without her. Dawn was the featured speaker at yet another networking event. By the middle of her conversation with the group, I was engrossed. Her case histories and thought exercises for the group had launched a flurry of ideas to enhance my marketing strategies and documentation. Then she took it a step further and had us reexamine who we were and what we really wanted. And that changed everything. Even in our brief session a few days later, Dawn was able to discern the differences between my marketed self and my real self. She then guided me through drafting a more appropriate marketing strategy and provided real, tangible, and actionable advice to make it happen. Dawn, you will always have my gratitude.”

“I knew for months before I met Dawn that I needed a coach. It was my good fortune to meet her. Dawn helped me prioritize all aspects of my life. She provides a safe haven without judgment and kept me on track. I've been able to develop a lot of sustainable habits and have achieved great clarity working with Dawn. I highly recommend her!”

“... I participated in her Leading with Charisma program. I had no idea how much I would get out of it personally. I have grown tremendously since meeting her. Dawn is a talented and caring coach who can help anyone achieve their dreams by helping them discover who they are and what they want from life. Also, her talent for helping corporate employees communicate and work together as a team has helped companies grow and prosper.”

“Dawn has been instrumental in my transition from the corporate world, to following my entrepreneurial spirit and passion in the fitness industry. She is very inventive and creative, is able to think outside the box and has helped me with implementing new ideas and following through with accountability. Dawn is very personable, works well with her clients individually, in groups and is focused on your personal goals. If you are trying to reach another level in your life personally or professionally, I recommend you speak to Dawn so she can coach you to lead in that direction!”

“Dawn has worked with me and my team to build a leadership development program that meets our very specific needs. Her sincere desire to help us grow as leaders and meet our personal and professional goals has been clear from the start. Through a combination of one-on-one coaching and customized workshops, my team has rapidly developed its leadership skills. The impact of our program has been obvious/tangible and greatly appreciated by my team. We're all looking forward to another year of growth and development with Dawn.”