

Juan M^a Gallego, PsyD

OD Consultant, El Toro Aburrido LLC

Instructor, University of Colorado / Colorado Springs

On Call Faculty, Center for Creative Leadership



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SKILLS

Organizational Development

Sales & Marketing

Cross-Cultural Negotiations

Expertise on Employee Wellbeing through Organizational Change

Diversity and Inclusion Champion

Profitable Long-term Relationship-building

Executive Coaching

Multi-lingual – English, Spanish, & French

Cross-cultural Management

Unconscious Bias Facilitator

HIGHLIGHTS

Responsible for negotiating sales with a value over **US\$3 Billion**.

Managed teams across Europe, China, Latin America and Northern Africa.

Led the strategy and sales development for the account team for the largest mobile operator in the world.

15-year proven sales growth track record across three continents.

EDUCATION

PsyD - Organizational Consulting (2014), University of the Rockies, Colorado Springs, CO

Master's of International Management (1993), Thunderbird School of Global Management, Glendale, AZ.

Proven track record of successfully planning and implementing sales and marketing strategy within cross-cultural competitive environments.

Executive experience leading international teams in transformational environments, with 20+ years of global experience in telecommunications, negotiation, management, sales and marketing.

Trained companies on the benefits of cultural awareness, inclusion and diversity across different industries and working environments.

PROFESSIONAL EXPERIENCE

Organizational Development Consultant

El Toro Aburrido LLC, Colorado Springs, CO, 2011-Present

Started my own consulting company to support companies that were planning to operate in cross-cultural environments. Eventually, I expanded my customers to include local law enforcement agencies seeking training on cultural awareness, diversity and inclusion.

- Supported the business expansion of Madrid-based Company within Latin America.
- Supported a California-based company during its negotiations with a Hong-Kong based multi conglomerate.
- Effectively trained over 500+ law enforcement officers, sworn officers and civilians on cultural awareness, diversity and inclusion.

Instructor, Marketing, College of Business

University of Colorado / Colorado Springs, CO, 2014-Present

Lecture undergraduate-level business courses.

- Courses taught – Strategic Marketing; Marketing Research; International Marketing; Service Marketing; Principles of Marketing; Strategic Management.

On Call Faculty, Center for Creative Leadership

Center for Creative Leadership / Colorado Springs, CO, 2017-Present

Bachelor's of Business

Administration (1992), with majors in HR management, International Business, General Administration & Management Information Systems & minors in Finance and Business Data Processing, Central Michigan University, Mt. Pleasant, MI.

Certified Project Management Professional (2014), Project Management Institute.

Other Certifications – Paradigm's WorkPlace Big 5; Networking Diagnostics; Power+Systems' Organizational Workshop (CCL); Benchmarks® 360 Assessment Suite Certification, Hogan Assessment, Unconscious Bias

ADDITIONAL TRAININGS

Faculty Development in International Business (2017), International Entrepreneurship workshop, Center of International Business Education and Research (CIBER) & Georgia State University, Atlanta, GE.

Faculty Development in International Business (2015), Center of International Business Education and Research (CIBER) & Georgia State University, Atlanta, GE.

Global Management in a Digital World (2000), Thunderbird School of Global Management, Glendale, AZ.

Affiliate Faculty, College of Business and Economics

Regis University, Denver, CO, 2013-Present

Lecture undergraduate- and graduate-level business courses.

- Courses taught – Organizational Behavior; Leadership: Research and Applied; Change Management; Global Business Issues; Leading Innovation and Transformative Change; Developing Effective Organizations; Master's Development Practices.

Executive, General Manager, Strategy and Sales Development Director, Sales Director, Sales Manager

Nokia, various locations, 1994-2011

Started working for Nokia as sales manager for Latin America in 1994, introducing mobile phone devices into different markets. As we grew the brand (and sales) in the region, I was promoted to different positions, leaving as sales director for the whole region with the exception of México and Brazil. In 2003, I led the creation and development of the account team for Telefonica, expanding overall sales in three continents to US\$3.5 Billions. In 2008, I sought a new challenge leading the strategy and sales development of our account team for China Mobile, the largest mobile operator in the world.

- Actively coached and developed the skills and abilities of sales and marketing managers.
- Developed and successfully implemented the account management teams for two of the largest mobile operators.
- Led different organizations and teams through transformational change to adapt to new market demands.
- Led the sales and marketing organization across different countries.
- Successfully managed a multi-million marketing budget supporting multi-site projects.
- Developed and implemented plans to promote brand recognition, customer satisfaction and engagement, and consumer loyalty.
- Established the distribution channels in different markets in Latin America, Europe and China.

PUBLICATIONS

Gallego-Toledo, J.M. (2017), **Chapter 6 - Organizational Trauma and Change Management**. In S. Háša and R. Brunet-Thornton (Eds.), *Impact of Organizational Trauma on Workplace Behavior and Performance*, IGI Global. DOI: 10.4018/978-1-5225-2021-4.ch006

Gallego-Toledo, J.M. (2016). "Cultural Profiling and a Chinese Experience", *Journal of Chinese Human Resource Management*. DOI 10.1108/JCHRM-09-2015-0014

Gallego-Toledo, J.M. (2015). "The Relationship between the Perceived Frequency of Change and the Wellbeing of Telecom Professionals in the USA", Ann Arbor, MI: Proquest-UMI Dissertations Publishing.