

## **CARMEN L BONILLA**

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## **EDUCATION**

Master of Business Administration

New York University

General Management

May 2007

Bachelor of Science in Business Administration

University of Puerto Rico at Mayaguez

Organizational Studies

July 1999

## **ACADEMIC EXPERIENCE**

2019 - Present      Assistant Professor  
Department of Management and Global Business  
Rutgers Business School, Rutgers University  
Management Skills, International Business, Business Policy and Strategy

2014 – 2019      Part Time Lecturer  
Department of Management and Global Business  
Rutgers Business School, Rutgers University  
Business Forum, Management Skills

2015 – 2018      Adjunct Instructor  
School of Professional Studies  
New York University  
Leading Virtual Teams, PMP Certification preparation

## **INDUSTRY EXPERIENCE**

2013 – Present      CEO and Principal Trainer  
Propelled Training + Consulting

2018 – 2019      Corporate Trainer and Instructional Designer  
Sumitomo Mitsui Banking Corporation

2008 – 2013	Project Manager Swiss Reinsurance, Business Engineering group (Internal consulting experience)
2007 – 2008	Turnaround Consultant Kroll Zolfo Cooper
1999 – 2005	Client Strategy Specialist, Claim Service Manager, Management Trainee CIGNA HealthCare

## **PROFESSIONAL MEMBERSHIPS**

Organization Development Salon

## **CERTIFICATIONS**

- Organization Development Certification, Institute of Organization Development
- Certified Facilitator on Accountability, Delegation, and Time Management by BlessingWhite
- Effective Teaching Practices, by Association of College and University Educators (ACUE)
- Certified Change Management Practitioner on Prosci® methodology
- Certified Big Leap Coach by The Hendricks Institute
- Toastmasters International's "Competent Communicator" designation for public speaking

## **INSURANCE INDUSTRY CERTIFICATIONS**

- Professional, Academy for Healthcare Management (PAHM)
- Group Benefits Associate (GBA), International Foundation of Employee Benefit Plans
- Passed, LOMA 281 toward Fellow Life Management Institute (FLMI)
- Passed, ARA 440 "Reinsurance Administration" exam toward Associate Reinsurance Administration

## **TRAINING**

- Delivering Conscious Feedback with COIN - The Neuroscience of How to Communicate with Impact
- Formative Peer Review of Online Teaching, October 2020
- MGB Academic Seminar - Organizational Behavior Faculty Research Day, October 2020
- MGB Academic Seminar - Strategy & International Business Faculty Research Day, October 2020
- Observed colleague teaching case study, November 2020
- Fundamentals of Designing Online Courses, November 2020
- Association for Talent Development International Conference, May 2019

- On LinkedIn Learning: Succession planning, Developing managers in organizations, Create a leadership development program, Talent Management, Organizational culture, Coaching skills for leaders and managers, Digital Transformation
- Completed 60 hours of professional development units toward PMP recertification, July 2017
- Pedagogical Conference at NYU's School of Professional Studies (NYU-SPS), March 2016
- Technology-Enhanced Education Expo via NYU-SPS, May 2016
- Teaching through the Case Study Method, January 2017
- Preventing Discrimination and Sexual Violence: Title IX, VAWA and Clery Act, April 2017

## **AWARDS / ACHIEVEMENTS**

- Recipient, Full tuition scholarship through NYU Stern and The Consortium
- Awarded Most Outstanding Student in Organizational Studies by Business School's Faculty, University of Puerto Rico at Mayaguez
- Chosen to present Best Practice Project to 50-colleague audience in 2009, Swiss Reinsurance
- Obtained highest satisfaction scores among 2010 Lean Six Sigma workshops, Swiss Reinsurance
- Nominated by client and awarded "Play as One" Team Award 4Q 2010, Swiss Reinsurance

## **PUBLICATIONS**

A WORKbook for Career Success, September 2017

The below titles of LinkedIn blog posts can be found on:

<https://www.linkedin.com/in/carmenlbonilla/detail/recent-activity/posts/>

- How 4 Companies Took Their 2020 Internships Virtual
- Conversations on Race and Social Justice: 14 Resources to Become More Informed & Take Action
- Employer, Here are Some Benchmarks for Your Summer 2020 Internship Program
- How to Ask for a Recommendation or Reference
- 5 Resources for Small Business to Manage the Impact of Covid-19
- 4 Sustainable Startups After The Storm
- OPINION | This Trade War Could Be the End of this Bull Market - and More
- Increase Your Employee Engagement Through Organizational Culture
- 5 Leadership Lessons from Puerto Rico's Governor's Resignation
- Culture, purpose, and investors?
- Are Continual feedback, Coaching culture, or Agile teams in your Future?
- What is digital transformation?
- Highlights from 2019 Fintech Ideas Festival
- Project Manager, Read This if You Manage People
- 3 Golden Nuggets in Learning and Development Disruption

- 9 Videos that Encouraged us to #BalanceforBetter on International Women's Day 2019
- 5 Business Innovations Doing Good Locally and Globally
- 3 Innovations in Organizational Learning
- 15 Questions that your Team Members Are Asking From You
- 4 Tips to Level Up Your L&D Game
- 4 Insights from 4 Talks at the 9th Annual Industry Summit: The Impact of Innovation.
- Gender Parity in the Workplace: 5 Stats & 11 Ideas to Make It Happen!
- 7 Insights from McKinsey's/NYU Stern's The Digital Future of Work
- 3 Take-Aways from the Women in Tech Conference New York
- Sales, Influence, & How To Ask For What You Want
- Are You Leaving Money On The Table on LinkedIn?
- Sales, Influence, & How To Ask For What You Want
- What We Learned Sending One Million Cold Emails - Selling For SaaS Startups
- How can Agile make you faster, more innovative, and competitive?
- Today's Insurance Agencies & Sales Teams: Challenges & Opportunities
- 4 Ways in which the US Insurance Industry is Disrupting Itself

The below video titles can be found on my company's YouTube channel:  
[https://www.youtube.com/channel/UCAnF\\_sQ1QdBNGb8cVLHPKgg](https://www.youtube.com/channel/UCAnF_sQ1QdBNGb8cVLHPKgg)

- Engage Your Employees to Vote 2020
- Innovations in Early Career Talent Training Resulting From the Pandemic
- Job Search Advice
- Conversations on Race & Social Justice
- Sustainability

## CONFERENCE PRESENTATIONS

October 2020	Moderated "Careers in Sustainability" panel, Fifth PRME Northeast Virtual Conference "Sustainable Development Goals: Transforming Business Education and Practice"
March 2020	Participated in panel "I/O Careers," Baruch I/O Masters program, New York
September 2017	"Building and Leading Virtual Teams", PMI Metrolina chapter
September 2017	"Leveraging Your Latinx Background to Advance Your Career", ADP's Adelante
April 2017	"Marketing Yourself for the Next Level", PMI Hudson Valley chapter
November 2016	"Advancing your Career through Networking", ADP's iWIN

## INVITED PRESENTATIONS AND PODCAST APPEARANCES

October 2020	"How to Write a Successful Resume for a Project Management Career," for Event Manager >> Project Manager Series Coffee-Chats
Summer 2020	"How to stay resilient during this time," Talk for Leaders of Color, Democrats for Educational Reform

Spring 2020	“Creating an Effective Sales Plan for your Small Business,” Talk for Fast Track New Venture NYC
June 2017	Sales, Influence, & How To Ask For What You Want, <a href="https://www.linkedin.com/pulse/sales-influence-how-ask-what-you-want-carmen-l-bonilla/">https://www.linkedin.com/pulse/sales-influence-how-ask-what-you-want-carmen-l-bonilla/</a>
August 2017	Entrepreneur 101 w/Russ Terry: Improving Your Sales Skills Feat. Carmen Bonilla, <a href="http://www.blogtalkradio.com/lifecoachchatchannel/2017/08/21/entrepreneur-101-wruss-terry-improving-your-sales-skills-feat-carmen-bonilla">http://www.blogtalkradio.com/lifecoachchatchannel/2017/08/21/entrepreneur-101-wruss-terry-improving-your-sales-skills-feat-carmen-bonilla</a>

## **SERVICE TO THE UNIVERSITY**

Fall 2019	Conducted peer review of Part-time Lecturer
2017 – Present	Active participant of Management Skills instructor group, providing curriculum suggestions

## **STUDENT-CENTERED SERVICE**

October 2020	Presented MGB programs at Admitted Students webinar
August 2020	Delivered a 3-hour leadership development program for Rutgers Accounting Society
July 2020	Delivered a 3-hour leadership development program for ALPFA Rutgers Newark Chapter
Summer 2020	Provided unpaid internship to 2 RBS students, mentoring throughout 10 weeks
Summer 2020	Delivered 11 hours of sessions for B-STAR program by Rutgers Office of Diversity
April 2020	Co-facilitated Admitted Students webinar
January 2020	Judge in first Annual RBS - J&J Hackathon organized by Doug Brownstone
January 2020	Evaluator in Honors Living-Learning Community
2019 – 2020	Advised past students on career
2019 – Present	Leading project to generate job opportunities for MGB majors
August 2019	Delivered a 3-hour leadership development program for ALPFA Rutgers Newark Chapter

## **CONSULTING**

Fall 2020	Coaching 1 cohort member, Leaders of Color, Democrats for Educational Reform
November 2020	“Personal Branding, Resume, Interview Preparation,” for elevink
Oct – Nov 2020	Professional development talks for INSEC, Puerto Rico
Summer 2020	Consulted for NJ-based small business seeking to grow through M&A, built Talent Plan

- 2020 – Present      Provided outplacement consulting services (mostly resume reviews) to candidates who lost their jobs due to Covid-19
- 2019 – 2020      Delivered 3 days of management development training to New York City government managers

### **SERVICE TO THE LOCAL COMMUNITY**

- 2020 – Present      Speeches for RU-NJ SBDC Small business clients, including topics:
- Building a Team in Your Small Business Webinar
  - Creating a Sales Plan