



Charlie Tombazian

Consultant/ Facilitator / Trainer

Charlie is President, Innovative Strategies LLC, a management consulting firm specializing in customer experience improvement, strategic planning, leadership development, and culture/team building.

Charlie's past accomplishments include:

- Improved the customer experience and increased employee engagement in 4 different industries-- restaurant, HVAC commercial contracting, IT distribution, and marketing.
- Facilitated 100's of strategic planning engagements for small, medium, and large companies, non-profit organizations, and academic institutions.
- Facilitated the development of a more cohesive management team for mid-size electrical contractor and construction services firm during early merger stages through interpersonal skill development and coaching.
- Directed the transformation of a Field Sales Force comprised of 300 insurance agents in 26 agencies to 240 financial planners in 18 centers.

His clients include: GE, Avnet, Interstates Construction, Climatec, Jokake Construction, Fosters/Muze, Bryan Vincent Associates, Calvert Group, Preferred Packaging & Crating, Florence Crittenton, Parents Anonymous

Charlie's Academic Background includes faculty positions at University of Phoenix and Grand Canyon University:

- At UOP, Graduate Area Chair for the Organizational Behavior and Development Department.
- At GCU, conducted graduate business classes for 3 Valley hospitals and several main campus classes.
- MBA and BA, University of Colorado, Boulder

Charlie speaks frequently to business and academic groups on business model change, customer retention and loyalty, technology trends, and leadership principles. He co-authored the 10-book series of conference summaries, entitled *PowerNotes*, and authored many articles on business strategy, leadership and customer service.