

Curriculum Vitae



Mari-Liis Järg

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General information

Civil status: Married, children 2005, 2009

Diplomas and certificates:

11.2010	Adult Trainer professional certificate IV level ANDRAS
07.2007, 2013	Communication Trainer professional certificate V level (highest) ESTÜ
1997	University of Tartu , BA of Social Work <i>Equal with MA</i>
1992	Põlva Secondary School <i>Year 1990-1991 exchange student in Finland, Kangasala Lukio</i>

Languages:	Reading	Speaking	Writing
Estonian	mother tongue		
English	Very good	Very good	good
Russian	good	good	weak
Finnish	excellent	excellent	Very good
Computer skills:	MS Office -PowerPoint, Excel, Word and others common programs. User level.		
Driving license:	B-category.		
Membership of professional bodies:	Estonian Communication Trainers' Association.		

PROFESSIONAL EXPERIENCE RECORD

Since 07.2008	Trademark DevelopDesign (joint ownership of VLA Konsult UÜ), professional trainer and consultant. Preparing and delivering leadership development programs, team management & team work programs, influencing skills, service standards, time and stress management, client service training etc.
Since 02.2008	VLA Konsult UÜ owner, Manager, professional trainer and consultant. Delivering 60-80 training days per year. Clients in public service sector (Estonian Agricultural Registers and Information Board, Estonian Environmental Board, Estonian Ministry of Foreign Affairs, Tartu University, Estonian Rescue Service etc) and in private sector (Omiva, Swedbank, Metsä Group, Fortum CSI, Eesti Energia, Remedium, EMT, Tallinna Kaubamaja, Estravel, Rademar etc)
2015-2016	EMA Group OY/Meditalo OÜ consultant
2011-2014	EMA Group OY/Meditalo OÜ personnel consultant
2000-2008	OÜ Self II partner, training manager consultant and trainer, leading trainer in time management and client service products
2000-1999	Tartu City Government Department of Social Care, school social worker
1997-1999	Tartu City Government Department of Education, school social worker

KEY QUALIFICATIONS

Professional Trainer	Certified professional trainer, from 2000 experience as a trainer, incl. Over 10 yrs as communication (video) trainer. Main subjects: assertive communication, team building, customer service and sales, various leadership and management topics, time & stress management, training of trainers etc. Clients: IF Eesti Kindlustus, Estravel, Tallinna Kaubamaja, Sanofi-Aventis, Elion, ARIB etc.
Counseling and advice	10 yrs experience as a consultant. Advised companies in client service standards HRM , conducted development seminars
Leadership and teambuilding	5 yrs leadership experience. I have good interpersonal skills, ability to motivate and counsel people. Very good competencies on co-operation, analytical thinking and goal orientation.
Project management	Practical experience in project management. Negotiating with partners and team members. Building up development project teams, managing work.
Publications	Numerous articles in newspapers on management, communication skills and HR topics. Äripäev Handbook for Salesman, regular quarterly additions since 2003-2004.