

## Contact

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Buy-My-Book--Circle-Up--.html  
(Other)

## Top Skills

Business Development  
Leadership Development  
Strategic Planning

## Certifications

➔ Certified Laughter Yoga Leader

## Honors-Awards

Top 25 Women to Watch

## Publications

Leadership by the Numbers  
TRAINING

Improvational Comedy to Develop  
Communication & Collaboration  
Strategies

Capture Your Confidence TRAINING

Circle Up! Creating a Culture of Fun  
& Productivity through the Lens of  
Improvational Comedy

Emotions in the Workplace  
TRAINING

# Claire Billingsley

Training | Organizational Development | Leadership Coaching |  
Program Implementation | Team & Culture Building  
Allen, Texas

## Summary

Proven expertise in building teams and workplace cultures that generate breakthrough results.

Going back to the earliest stages of my career, I have seen firsthand the impact that improved understanding and communication between individuals and teams can have in breaking down silos and strengthening performance. Over the years, my fascination with building effective teams and healthy cultures has led to the development of a training approach that combines practical business insights with improvisational techniques and humor in addressing a wide range of workplace challenges. As a result, I have been credited with achieving outcomes that include enhanced communication and collaboration, greater creativity and innovation, and increased productivity and sales.

Highlights and key capabilities:

Engaging communication style: Recognized for ability to use an upbeat, energized, fresh and fun approach in stimulating communication and collaboration and getting results.

Relevant training approach: Valued for skill in blending practical business insights based on real-life situations, improvisational techniques, humor and interactive methodologies that is ideal for today's workforce.

Strong training foundation: Draw on influences and experiences that include Dale Carnegie leadership training, executive management and entrepreneurial studies at Southern Methodist University, improvisational comedy training, Plus 32 personality profile training, as well as more than 20 years of training, organizational development, sales, and operations and management experience.

Honors and awards: Recognition includes being named Employee of the Year by Fastsigns International for excellence in training and being honored as one of “25 Top Women to Watch in Dallas” by the Dallas Business Journal.

If you would like to connect or start a conversation, I can be reached at [clairebillingsley333@gmail.com](mailto:clairebillingsley333@gmail.com)

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## Experience

### Huntington Learning Center

Center Director

July 2018 - Present

Dallas/Fort Worth Area

I was hired to assist with the opening of the new McKinney franchise center for this nationwide provider of tutoring and test preparation services. Initially, I was asked to focus on business development but soon after being hired I was given additional responsibilities that included student progress monitoring, parent communications, and tutor hiring and training. Currently lead a team of eight staff members.

Signature accomplishment: Played an instrumental role in ramping up operations and new business for the Learning Center from ground zero. Initial actions included establishing the Center’s presence in the local community, building connections with area schools, and creating and implementing tutoring, student enrollment and student testing processes to improve the Center’s effectiveness.

### Billingsley Consulting Group, LLC

Owner/Consultant

September 2010 - July 2018 (7 years 11 months)

Dallas, Texas

I launched this consultancy to help clients achieve higher levels of performance in drawing on my experiences in training, organizational development, sales, operations and management. I prepared and delivered upbeat, engaging and customized training sessions based on communication skills and personality profiles for clients that included startups, small businesses, corporations and nonprofits.

Signature accomplishment: Created a successful performance improvement training approach that blends practical business insights, improvisational techniques, and humor to better engage with individuals and teams; outcomes included reduced employee burnout and attrition, better functioning teams, and increased productivity and sales.

### TONI&GUY Hairdressing Academy

➔ VICE PRESIDENT of Franchise Sales, Operations and Training  
January 2007 - July 2010 (3 years 7 months)

Dallas/Fort Worth Area

I was brought on as a franchise sales consultant and was promoted in less than a year, based on outstanding sales performance, to a vice president to oversee franchise sales, operations and training in leading the establishment of the company's franchise business. In taking on this challenge, I secured operating approval in more than 40 states, sold franchises, evaluated potential franchisees, created operating manuals and procedures, and provided franchisee training. I also supervised a team of four staff members and reported to the president in this role.

Signature accomplishment: Sold 12 franchises during the challenging 2008–2009 economy with project costs ranging from \$550K to 1.5 million; expectation was to sell 3 to 5 franchises annually.

### FASTSIGNS International

Franchise Sales Consultant/Director of Training/Corporate Trainer  
1997 - 2007 (11 years)

Carrollton, Texas

I was initially hired as a corporate trainer and succeeded in progressing through roles with increasing responsibility culminating in promotion in 2004 to Franchise Sales Consultant, in which I established the company's Eastern United States sales territory. Earlier I led the company's training department in overseeing and providing training on product knowledge, sales techniques and skills, leadership and staff development, and other topics.

Signature accomplishment: Honored as the company's top salesperson in 2005 for efforts in building a new sales territory and consistently meeting and exceeding sales goals.

### Sylvan Learning Centers

Regional Manager

1991 - 1997 (7 years)

Greater Seattle Area; Dallas, Texas

Managed learning centers in Seattle and several locations in Dallas area. Acted as district manager for Dallas and Los Angeles area corporate-owned locations. Managed profit and loss statements and trained, managed, and acquired talent.

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## Education

International Franchise Association

CFE, Franchising · (2006 - 2011)

Newfield

TAPOC- The Art and Practice of Ontological Coaching, Life Coaching · (2006 - 2007)

Emporia State University

Bachelor of Applied Science (B.A.Sc.), Elementary Education · (1980 - 1984)

Dale Carnegie Leadership Training

Certificate · (1995)