

OPHELIA D. GREEN, DBA (Candidate)

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SALES ENABLEMENT | SALES MANAGER | L&D MANAGER / DIRECTOR | TRAINING MANAGER

Sales Onboarding • Call Coaching • Talk Tracks • Facilitation • Performance Coaching • Program Management

PROFESSIONAL SUMMARY

Sales enablement, training, and L&D leader with 30+ years across sales, coaching, adult learning, and business operations. I build practical sales onboarding and training programs that get reps ready faster, sharpen their customer conversations, and hold up under real performance pressure. Comfortable running a coaching cadence on the floor, reviewing calls, and coaching talk tracks, discovery, and objection handling. Equally at home leading a training team, partnering with stakeholders to assess needs, and turning business goals into clear curriculum, practice, and follow-through. I have carried a sales number myself and led the people who do, so I keep training tied to readiness, accountability, and conversion.

SELECTED WINS

- **Faster ramp.** Shortened the time it took new hires to get productive by building structured onboarding, hands-on practice, and coaching follow-through that carried into live calls.
- **Higher retention.** Kept more new hires on the floor by building early confidence and closing the confusion and skill gaps that usually push people out in their first weeks.
- **Better attendance and completion.** Improved training attendance and program completion by setting clearer expectations, steadier pacing, and reinforcement that kept learners engaged from start to finish.
- **Stronger QA call quality.** Raised call quality scores by coaching reps on talk tracks, discovery, objection handling, and call control through consistent call reviews and feedback.
- **Leaner handle time.** Cut avoidable handle time by training reps to lead cleaner, more focused conversations and stop overexplaining, without rushing the customer.
- **Improved conversion.** Supported stronger conversion by focusing training on decision-making language and the customer's real needs, so reps guided conversations toward a clear next step.

TARGET ROLES

Sales Enablement Manager | Sales Enablement Specialist | Sales Manager | Sales Training Manager | L&D Manager | L&D Director | Training Manager

CORE STRENGTHS

Sales Enablement & Sales Readiness | Sales Onboarding | Talk Tracks | Discovery & Objection Handling
Call Coaching & Call Reviews | Performance Coaching | Coaching Cadence | Accountability & Conversion Focus
Needs Assessment | Curriculum Design | Facilitation | Leadership Development
Program Management | Stakeholder Partnership | Adult Learning & Classroom Delivery | Reinforcement & Skill Carryover

PROFESSIONAL EXPERIENCE

Norvax, LLC — Charlotte, NC

Senior Training Manager Aug 2022 – Nov 2025

- Led training and sales enablement for new and existing employees; strengthened sales readiness, confidence, and consistency in customer conversations.
- Delivered live and virtual training focused on discovery, value-based communication, objection handling, and asking for the next step.
- Coached reps and instructors through call reviews and feedback, building a steady coaching cadence that improved talk tracks and call control.

- Evaluated training materials and learning gaps; updated curriculum and facilitation to improve usability and on-the-job performance.
- Partnered with leaders to assess performance needs and build training plans tied to productivity, accountability, and service expectations.

Senior Sales Trainer / Enablement Lead Oct 2021 – Aug 2022

- Onboarded, trained, and coached instructors responsible for classroom and on-the-job sales training.
- Ran needs assessments using observation, learner feedback, and performance trends to adjust training focus.
- Improved training consistency through clearer talk tracks, reinforcement strategies, and call coaching rhythms.
- Strengthened facilitation across the training team, helping trainers connect content to real customer scenarios.

Program Manager Jul 2021 – Oct 2021

- Managed a program supporting 100+ employees, overseeing processes, performance expectations, training, and operational follow-through.
- Reviewed workflows, clarified expectations, and recommended improvements to strengthen execution and accountability.
- Delivered training on job duties, policy, procedures, ethics, and compliance.

Sales Training Manager Mar 2021 – Jul 2021

- Facilitated remote sales training and coached associates on discovery, customer needs, positioning value, and handling objections.
- Supported performance through live practice, targeted feedback, and confidence-building coaching.

GoHealth — Charlotte, NC

Medicare Sales Consultant / Team Leader Feb 2020 – Mar 2021

- Sold health insurance products through inbound calls while consistently meeting monthly sales goals.
- Supported team performance by sharing proven approaches, daily updates, and coaching tips that improved focus and execution.
- Assisted leadership by monitoring daily activity, reporting results, and reinforcing performance expectations.

Charter Communications / Spectrum — Charlotte, NC

Outbound Business Sales Associate (B2B) Aug 2019 – Feb 2020

- Prospected and qualified business customers through outbound outreach, follow-up, and relationship-building.
- Presented solutions in a consultative way, handled objections, and guided prospects toward next steps.

ADDITIONAL TEACHING & FACILITATION EXPERIENCE

Notary Instructor | Pitt Community College & Wake Technical Community College | 2005 – 2007

- Taught continuing education notary courses for adult learners; simplified regulatory content into clear instruction.

Guest Instructor, Small Business & Entrepreneurship | Shaw University & Saint Augustine's University | 2016 – 2018

- Delivered guest instruction focused on entrepreneurship, small business readiness, and practical execution.

ENTREPRENEURIAL LEADERSHIP EXPERIENCE

Founder & CEO | OG Enterprises, LLC | 2020 – Present

- Built and lead a coaching and training company supporting leadership development, confidence, and professional growth.
- Develop curriculum and workshops; coach clients on communicating value, asking clearly, and moving conversations toward decisions.

Founder & Principal Broker | M.O.R.E. Real Estate Services — North Carolina | 2012 – 2020

- Founded and led a multi-million-dollar real estate firm with 12 agents and more than \$12M annual sales volume.
- Directed sales, training, operations, recruiting, and agent coaching; built repeatable systems that supported performance.

EDUCATION

Doctorate of Business (DBA), Coaching, Mentoring & Entrepreneurship | Graham University | Expected Nov 2026

M.S., Business Management | Walden University | Dec 2018 | GPA: 3.6

B.S., Business Administration | Strayer University | Dec 2014 | GPA: 3.2

LICENSES, CERTIFICATIONS & ASSOCIATIONS

Accident & Health; Med Supp/Long Term Care | Certified Business Coach | Certified Life Coach

Certified Image Consultant | Certified Personal Stylist | Notary Public

Associations: Women in Tech; Women in Sales