



JUANITA COLEY

MEDIA & SPEAKER'S KIT

JUANITA COLEY

TRAINER. SPEAKER. CEO/FOUNDER OF SOLID ROCK

CONTACT/BOOKINGS

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ABOUT

Juanita

As a teen mom looking to gain employment in the workforce, Juanita found work to support her daughter in a call center. Adjusting to adolescent motherhood she focused on discovering opportunities to provide, Juanita was desperate to succeed, grow and even thrive despite being a young mother. One day while at work, she stumbled across a user manual called "Blue Pumpkin". Diving deep into articles, updates and insight on current workforce management systems, Juanita discovered a liking for technology, system optimization, and the workforce management discipline as a whole.

Her interest compelled her to seek opportunities to learn more, further engage at work as well as invest in educational resources to expand her knowledge and skillset.

Today with over 14 years of industry experience, formal education and productivity practice, Juanita has become a Contact Center & Workforce Management enthusiast, trainer, speaker and facilitator. Coupling her talent and experience with her skillset and passion, Juanita takes pride in bringing new efficiencies and optimizations to corporations and household brands like United Health Care, Optum, Walgreens, Liberty Medical, and many more. Juanita's impeccable reputation as a world-class subject matter expert has allowed her to operate as a Consultant for WFM system giants Verint and Aspect.

Harboring a love for tech and a passion to increase representation for women of color and other minorities in the vastly growing world of STEM and Leadership, Juanita is on a mission to Show Up and Serve her host of corporate clients, as well as the community of tech innovators, teachers and leaders to bridge the gap between marginalized groups and access to Tech education.

In 2018, she published her first book "The Corporate Playbook" a success guide to empower corporations with effective strategies to engage and educate their teams on the workforce management model. In 2022, she will be releasing her second book, "From The Ground Up: Navigating Call Center & Tech Careers."

When not helping customers, leading her team of in-house consultants, writing books, speaking at conferences like SWPP (Society of Workforce Planning Professionals), Juanita can be found executing on her CEO plan to bring visibility to women in tech.

She is currently a contestant in the Ms. Corporate America pageant where she is bringing her zeal for normalizing black women in tech and leadership to the stage with the hopes of helping other women break into technology careers.



. JUANITA COLEY .

WORKFORCE. TECH. SOLUTIONS.
MANAGEMENT. WORKFORCE. SOLUTIONS.
WOMEN IN TECH. WORKFORCE
SOLUTIONS. MANAGEMENT



WATCH VIDEO

Signature Talks

1. The C.E.O Plan
2. CX, EX and the great equalizer
3. You're WFM solution can't save you!
4. Women In Tech is NOW!

AS SEEN ON/FEATURED



The C.E.O

Plan

Juanita created the C.E.O plan, a program designed to provide resources on leadership, tech and workforce management opportunities through her company Solid Rock Consulting. Utilizing workshops, trainings, events and access to mentorship,

The C.E.O PLAN is an incubator for future STEM leaders and occupation holders. Through collective effort and strategic collaborative opportunities with organizations, community partners and industry leaders, this program allows us to leverage the benefits of support and common interest.

Keywords: #TheCEOPlan #SolidRockConsulting #JuanitaTheCorporateCoach
#TheWFMGirl



Years of Experience

15+

Corporate trainings Done

65+

(In 2019 alone)

Cups of coffee

2m

Solid Rock

The Firm



About Solid Rock

Solid Rock Consulting is a Workforce Management (WFM) and Workforce Optimization (WFO) consulting firm with over 10 years of experience helping call centers nationwide implement better technology, optimize the technology they currently have, and build better workforce management teams. We partner with clients from the private, public, and not-for-profit sectors to identify their highest-value opportunities, address their most critical challenges, and transform their call center operations.

WWW.SOLIDROCKCO.NET

Two testimonial cards are displayed, overlapping each other. The top card features a circular portrait of Juanita Coley, an Intraday Analyst, and a quote from an IT Project Manager. The bottom card features a circular portrait of the IT Project Manager and a quote from Juanita Coley. Both cards include the Solid Rock Consulting logo.

Testimonial

Testimonial

Hi There

Last Fall, I had the pleasure of attending an extensive Verint training program with Juanita. We were switching over from using Aspect, so I was able to understand where we were coming from and how to get us to where we needed to be with Verint. Each day, she was able to guide us to solutions we were not sure would even exist and help us on how to best utilize this new system. Our only complaint was that our time with her was not long enough and we would have loved her for our 2nd round of training but she was already pre-booked. Not surprising that she would be in high demand. Her level of understanding of the system and her ability to make everyone comfortable.

As an IT Project Manager for an electric utility company, I recommend Juanita Coley for training and development for your company. My team and I had the opportunity to work with Juanita and can vouch that she fully understands Verint services and solutions from a customer service agents perspective and from the customer's experience. She is enthusiastic and makes learning fun!

Juanita has an innovative mind and is quick to assess more efficient manner for completing tasks. She is dedicated to efficiency, so I believe she would excel at developing new training methods that increase productivity. She is versatile enough to meet the changing demands of the industry and develop new training plans to accommodate those demands. I highly recommend Juanita Coley as a member of your training and development program.



CONNECT WITH

Juanita

Fun Facts

1. I hate watching TV...
2. Pinky and the brain is my favorite cartoon growing up
3. I love chess
4. I played flute In band



Looking for a knowledgeable, passionate and diverse speaker for your next event or training?

Book Juanita to engage, educate, inform and inspire your audience and team members. Through her signature talks, "The CEO Plan", "CX, EX and the Great Equalizer", "Your WFM solution Can't Save You!" and "Women in Tech is NOW!" Juanita delivers a easy to digest, comprehensive, informative, yet inspiring talk that activates tech enthusiasm and appreciation.

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