

# THINKING THE NEXT STEP

A person is seen from behind, sitting on a dark wooden bench. They are looking out a large, ornate arched window with decorative ironwork. The scene is brightly lit, suggesting a sunny day outside. The person is wearing a dark t-shirt and dark pants. The floor is made of polished wood, reflecting the light from the window.

**BASED ON A TRUE STORY  
LEADERSHIP, SUCCESS  
AND PERSONAL GROWTH**

*William Moreno Acero*



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William Moreno Acero born in Fusagasuga Cundinamarca Colombia; is a Business Administrator graduated at the University Politecnico Grancolombiano with Specialization in Insurance, Post-graduate degree in Financial Management from the EAN University in Colombia. He also is a Master of Commerce from RMIT University and Graduate Diploma in Australian Immigration Law and Practice from Victoria University in Melbourne Australia. He is currently CEO of Will World Education and a Registered Migration Agent in Melbourne, Australia.

With his experience William Moreno better known as Will; he has improved the quality of life of students and families from all around the world; whom have placed their trust in his abilities and talent. This leader whom at his forty years of age has already founded five successful companies: Will World Education (Will World Australia Pty Ltd., Will World Colombia SAS, Will World Immigration, Will World Accommodation); Cafeteros Everywhere Pty Ltd and J&V Events Pty Ltd. He is a generator of change and has empowered a team of young professionals working with the same humanitarian spirit of service that characterizes William and that inspired to create these companies.

The heart of this successful entrepreneur remains in Colombia and Australia; that's why his businesses have a presence in both countries and currently they grow successfully in South America, Australia, and Europe.

Some of the innovative ideas implemented by Will, born in his students, to whom he always listens carefully no matter how full his diary is; he knows very well that his key of success is to feel himself like one of his students who he helps daily, with a curiosity and desire to learn the same as the people who advises. This permanent cultural exchange has complemented and enriched his career as a leader.

His best energy is here embodied, and he considers that his life's story could be that of any human being. This book will facilitate the decision making on important aspects of your daily living and will inspire you to keep believing in you with full certainty that everything is possible.

It is the story of a man with real situations and overcome obstacles that may help you to have the determination to "hit the target".

Will thinks his life is a gift from God and so this book is his present for his family, friends and the community in general.

His autobiography is dedicated to the community, especially aimed to the new generation; since it is based on his experiences, the spirit of evolution, self-improvement, and leadership; emphasizing that the competition is with himself, not with others.

# ACKNOWLEDGEMENT

This inspiration is dedicated to all of you who are reading me. It is a special tribute to all my family and friends who saw me growing. Every word and every writing, come out of my heart and from the deepest part of my being.

*This is written with soul  
and purpose.*

I want to dedicate my whole life to the greatest heroine who is my mother Maria Luisa Acero. She has suffered and has won battles. She taught me the humility from my childhood and showed me literally, you can survive on bread and tea (aguadepanela); whenever you share with whoever is on your side; even more, thanks to her I know exactly what means removing the bread from the mouth to give to others. She taught me to be a warrior and even she continues teaching me how to love, how to respect and to know how to forgive although we have been wounded.



To my grandmother Eva with 104 years of life, whom always keeps between her hands a family' photo album, to keep us present in her memories. To her that just looking at her, she fills us with more life, strength and optimism.

I want to dedicate it, my older sister Marleny Moreno who always inculcated order and the importance of being fulfilled and obedient. Her values always guided me to be better every day. Brave and devoted

to her work and to service to others. For being my second mother and for stealing part of my heart, sharing her children whom I love with all my being.

To the nobility and heart of my sister Luz Stella Moreno, her great smile and her sense of humor and that contagious energy that are part of my personality entrenchment. For always being at my side, for being my accomplice and my great soul friend.

To my brothers Edilberto and Pedro Moreno for their strength to face life, for that endeavor to always start from scratch and not bow to anything. For that heroism to have come forward individually and to prove every day that a new start is a brave sample to show the world and that this fight has been the best example I could acquire to strengthen my weaknesses.

To my brother Luis Antonio Moreno who is in heaven and who taught me to believe that anything is possible, to be simple and humble and always helping others. His Good Samaritan personality and being affectionate and loving with people around him, have filled me with honor and wisdom to face my own life.

To my father Pedro Antonio Moreno who is with my brother and whom I will always remember for his great sense of humor; always giving a smile to others. Right now, I smile thinking of him and all that I inherited in that sense.

To my niece Kelly Johanna Rodriguez, for always being by my side and for sacrifice part of her life following my footsteps. For having that goodness and ability to level my grunts; for making me proud every day, seeing her growing and becoming more professional and successful. For having a smile ready to others and that captivating personality that make her loved by everyone around her.

To my niece Leidy Marcela, for her courage in always enforce her goals and objectives; which characterize her as a leader in her field.

To my nephews Edwin Rodriguez and John Moreno for their constant dedication and support in making grow a large organization and be part of them; and to my niece Luz Mary Moreno for being full of kindness and for having a great sense of humor, even in the most difficult moments.

To Rob Alan Black for being my family in Australia, father, friend and adviser. For being in the most difficult times and for being that incomparable brother, exemplary father and uncle of all my friends, students and Colombians arriving in Australia.

To my great soul friends: Claudia Maldonado, Elizabeth Zuluaga, Maria Alvarez (Lupita), Silvia Alejandra Conde, Gloria Lombana, Sandy, Paola Cortes; for being unconditional and unforgettable. For being the shoulder to lean on and the ear that sometimes we all need to be heard. For being present in my illness and because I know that they always will be there when needed.

To all my team for being who they are and for being hard workers and responsible with their duties; and to those who already left and that are and will be always in my heart: Dr. Marta Lucia Vallejo, nephew Christian, my friend Juancho Zuluaga, aunty Transito, aunty Maria, aunty Leonor, Cousin Rosita and all other family and friends who are with us from the other side in eternity.

To all my family, cousins, aunties, uncles, friends, to my students, clients and acquaintances whom I would like to list them all because everyone with whom I have shared; they are and will remain an important part of my earthly process.

Thank you all; because of seeing you and knowing you, have made me today where I am; and the knowledge I have acquired be more enjoyable and complete.

*Will*

# INTRODUCTION

I want to be the inspiration force and the engine of all of you; I want that we all change a bit of our mentality and that we always think in a positive way; because everything is possible in life and I show it here.

Here there is part of my life, a real situation based on the fight to move forward with a community objective; thinking of my family and in the society in general.

Every experience lived is a lesson, and every second is so precious that it is worth it to live it intensely; because time passes so quickly that we do not even realize at what time the sun came out today and at what time the moon will disappear tonight. We no longer have time to admire the stars, not even to hear the sound of the sea, as the fierce wind of time has led all our memories; but we forget that we still have inner strength to wake up and break the daily routine and tell the world that we are here, alive and smiling and that we will take this day to call our mother or brothers or children, cousins, relatives or friends and we are going to tell them that they are the most important thing that has happened in our lives and that this second that we will share; we are going to do it face to face without any technology at hand but putting 100% of us; sharing our time, which is the most precious gift we have; since that time never ever will happen again.

With all my affection and true love of human being, I want to tell you that I love you with all my heart and please take this time as a present of my own inspiration and anything special that we have lived and will live forever.

During this time I've been writing I have found myself and I have discovered that sadly we are at a world full of individualists humans and that always we are looking only our own welfare; but at the same time I have managed to conclude that the collective work and thinking

of the welfare of the community; It will make us a stronger society and if this world becomes aware of it; we could manage to have a more perfect world. Let's act collectively; do everything thinking of others and build dreams where we involve the happiness of all.

Hard work generates good results and I witnessed it and those who know me, they know where I come from and what my roots are too.

What I share in my book will give to some people many ideas to succeed but mostly, will give them something that is sometimes very difficult to obtain; and that's the tenacity to be able to say: It Is possible; there is a hope where if I believe in myself, I can achieve it; but if I believe even more in my society and the people around me; that even will give me the strength to go on. I leave you my story to be the engine of your lives and always believe that anything is possible. Do not put barriers in your minds, that's the first sign of insecurity. Be positive and do not lose the focus, the way or goal you want to achieve; but beware that only with the time you will realize what is what really matters in your lives.

The essence of things; you will find them much later; the reason for your being and find out what's your real point of happiness; you just will find it when you discover yourself. Many times, I've asked it to myself but with my conscience and with the passing of time I discovered that my own happiness has been in making others happy. I'm strict, I'm scolding, I'm grumpy, demanding, perfectionist, sometimes I don't know how to say things and I can become hurtful; but I do it in order to protect and prevent those who are with me are at risk and know how to defend themselves from the outside world in which we are living today.

Once you read this book, I want you to feel my sincerity and above all, I want you to fill yourself with lot of energy to make your way stronger and you have a new reason to your ideas and goals you have in mind; you can make them real, but fully believing in your great capability. You are a unique human being and you are the main actor or actress of your novel; so it's time to live your own movie and prove to the world what you can do.

I invite you to be contagious or infected of my positivism and my joy; because each part of this book will show surprising and certain things; always getting to the point of achieving going further beyond finding a different answer or to be able to convert the result of something that you thought it was negative but that was actually something convenient way to get the best result in your favour.

Everything happens for a reason and believe that everything that happens in our lives; always happens for our own benefit. What happens is that only with the time we put the puzzle together and eventually at the end we find the answer about why it happened and why we are where we are today.

Do all things with lot of love, with a social objective in mind, and with our 100% awareness and capacity; by this way we will not only help to achieve our ideals but also go further and achieve overcome ourselves. As I say somewhere here in my book and to all of you: the competition is with myself not with others.





# Chapter 1

## STARTING STAGE



I have decided to start writing my first book today 1st January 2015 during my flight Amsterdam to Berlin during my “holidays”. Some people do not believe me that I have no holidays; but it is true because I never do a stop when it comes to work - even from the bathroom I do it - this is not a secret because many people do it, even you dear reader - this is a reality and the truth is that I change it; but this is my way of being and I really enjoy it. I am somewhere in between Amsterdam and Berlin and I was thinking; I am not doing anything and since I am so hyperactive I said to myself: well and why not to tell my story and entertain myself recalling my surprising journey over these decades of my life, and entertain you with my fantastic life full of the best energy, with incredible stories and miracles in a wonderful success and around an immense happiness.



I want to write with a simple language, easy to understand with no complications; because that is my way and those who know me closely; they know this is me.

Well, it all started since I was born: first miracle; I'm here in this world from the 28th September of nineteen

hundred something... Yes, that's it and I accept that; you will discover my age with the passing of my story.

The age shouldn't be a problem but the magnificent of all; it is when the people guess your age and say: you look like twenty's and you say I'm in my thirties and then they respond: oh yes that's right; looking at you closely, yes you seem to be in your thirties - I laugh between these lines.

I have lived many experiences and reactions and now it doesn't affect me to tell the truth when one can look 10 to 15 years younger - how confident I am - (more laugh between lines).

OK, I continue; forgive me if it seems I'm driving into another direction, but do not worry that I always get to the point I want to get.

First miracle my birth. My mother told me the brief story that I should not have been born for a few reasons: my poor family, without economic resources plus 5 children with little clothing and food and an irresponsible father who unfortunately couldn't help



a lot at that time and well... really at any time but that is part of another story. All of this; and a friend of my mother who advised an abortion arguing why to bring another child to this world to suffer hunger? I could have been too much for her. What it would be the future of this small creature? Please think about abortion! But my mommy strongly had faith that this new baby could give her a hand one day and took the fortune decision to bring me into this world... The world of Will and here I am.

I was born when my mother was 8 months pregnant thanks to a hit my father gave her and almost kill us.

It is said that it is a high risk when children are born at this stage of pregnancy because the position of the baby and for this reason I believe that the miracle of being in this world happened to me - but not only to me but to you too.

You are a miracle of life and a wonderful creation of the universe, (God, energy or whatever you consider with no discrimination, religion or belief, let's call it the Supreme Being); and from your parents obviously - thank to them. My mother told us from children that always we should love our father nevertheless he did not help us with our process of growth, but he was who gave us life and that was enough; that's why today and always, I've been with her.

While she suffered a terrible life beside my father R.I.P. she always insisted that we should love him and respect him and so we did it with my brothers and sisters because we accompanied him until his last days. Beautiful mother thanks for teaching us that kindness and humility; as that example of woman who has given us the strength to never give up; and by the prayers of every day that allow our supreme being and guardian angels to protect us every moment.

Why William? Who decided my name? I was always curious to know it and I have spoken these days with my mom by Viber and she told me that the decision was between her and my dad, and they were deciding between Fernando, Felipe and William; but they decided the last one since a great friend Doña Betty drugstore R.I.P. had the same name to her son.

I continue writing here, waiting for my flight from Guangzhou China heading to home in Melbourne Australia - end of my vacations - but I am happy I have done my writing in record time. Thanks to all my followers on Facebook that encourage me to keep fighting for my goals.



Since I have reason for decision to achieve what I wanted; I have had in my mind always dreams and objectives, goals to meet. I think I do this from the age of 5 or 6 and well; I want to talk about it in different stages, telling some things that happened in my life to make from this reading something fun and interesting at the same time, and why not; one tear in the middle of everything.

## **From birth to age 10: Consciousness - Growth - Objective**

It is a lot of time here; and at every stage there are objectives and goals to achieve. The first one that I always remember is that I didn't want to be like my father and my brothers... Yes, I know; it is sad but what I saw at this stage was alcohol, drunken fights and my mother trying to survive to so much pain and suffering for years, that for me it was just the start.

My family has been religious the whole life and well that belief in God, in the light, in the energy or as each one wants him to call - Supreme Being; He has helped me every day of my life and it has made me stronger over the time. I feel that I have had full awareness of my actions since I was about 3 years of age. I think at this age one is already aware of their actions and can distinguish between the good and the bad; or at least that's what I remember.

When I was two years of age, one day I was left alone at home sleeping because the family had gone to a funeral; vaguely I remember I woke up crying, I opened the door and I went out walking completely naked... what such as habit of mine...

I remember that a guy wearing a Ruana (poncho) picked me up and took me crossing through large sort of country side bush that was dividing two suburbs Santa Rosita and Alamos Norte. I know we walked a lot and the guy was very friendly and what I remember; he left me a few minutes out of his house; I think he was talking to someone inside, but I kept walking... Sounds crazy but that is what I have in my memory and about that guy didn't see him anymore. I kept walking until I get to where a security guard was sitting on a log beside a campfire and I remember very well that he was eating sticks with meat, potato and plantain. He offered me a little and he covered me with his Ruana (poncho). The next day I was I talking on the radio; The Bienestar Familiar (Community Center) brought me a shirt polo with red, orange and yellow stripes, a green short and a pair of red tennis: I was happy because finally I was wearing new clothes (laughing in the

middle of my lines) and in the afternoon my family came to my rescue; crying... however the one who cried after was me after the tremendous beating they gave me... Oh God, that happened to me for leaving home overnight. I learned the lesson!

Among the strongest than I remember from my childhood, is the blood of my mother on the wall and my father with a knife on her neck; He punished her with no reason, all of us, we were afraid but one day I could not withstand more at my 6 years old I yelled to my father to left her in peace - I don't know where I pull out strength to scream - but he finally left her alone that night and At the age 8 I had to throw a chair at the back of my father to avoid him to kill my mommy. There are many things to tell in this part but to conclude; thanks God, my father left us when I was around 9 years old and my mother had the courage to throw away his clothes on the street - I couldn't believe it ... what a brave!



Our neighbours always realized this horror that we lived; sometimes we went next door to our neighbour Mrs. Rosmira, Marthica R.I.P., Claudia and Silvia (Silvis) - today my close friend I'm Godfather of Paulita her daughter. I remember that my Silvis always had everything and gave me so much happiness; especially in times of wind in August, the month of kites; I always saw her with the biggest of all the kites and I think that even with sheets of notebooks I couldn't fly one thus; holy God where I could get the cord. The nicest things of all was that

Silvis always called me and let me fly her kite and we took turns; I never forget those wonderful details from childhood. With Silvis, we studied at the childcare of the neighbourhood where we were afraid of Mrs. Teresa - Oh God! How scary – All the children urinated in pants only when seen her. On the other hand, my little classmates almost didn't like the bread, so I collected all in my arms and I took them home. I was told the Grandpa... how funny.



I also remember Olga the little brunette girl; whom everyone neglected, but I had great affection for her and my friend Nelson to whom one day I said that it was my birthday just to make him share with me a little bit of a Colombian big candy that looked like very delicious; things that one makes as a child... Finally, he shared with me a little bit.

Returning to my goals - actually the first was: not to be like my father: do not drink never ever, not to fight as always, I hate arguments that turn into cries and fights; I always looked for the conciliation but fighting for justice.

When I was 9 years old, I failed my third year of primary school. I had a few years of rebellion and I didn't do too well at school ... I believe that was because our family situation - one always looking for excuses; I know! I was studying at the Police College because my father was a retired policeman; so, I was studying at a very good school but when I

failed this course I had to go to another school - Republica de China; When I studied there, I felt I grew up in knowledge and I shared many joys with my neighbourhood's friends Yazmin, Sonia, Melkin q.e.p.d, my classmates: my school's best friend Javier Reynaldo Rodriguez to whom I have always looked for; from several years, Nelson, Berenice, Juan Carlos and my remembered Professor Miryam de Torres, the best teacher by then. Here I learned the lesson and I got my second goal: I wanted to be the first in class at any cost, I didn't want to be the worst of the class because now that my mother was alone, I had to help at home and at least that if I couldn't help with money at least I wouldn't cost much (more laugh between lines) each coin that I could get I turned it into savings; and I learned that if I could do it always; one day I was going to have a base to hold myself and wouldn't have the need to ask anything to my mommy.

My first job, I got it at the age of 8 with Doña Eugenia; selling empanadas and since then I became a little businessman; I also sometimes I sold avocados and thus since I was that little; I drove a tricycle for selling avocados on weekends. I always I did a bit of everything.



I opened small orders of empanadas to Doña Eugenia in local shops around the neighbourhoods; where with my basket I walked and walked to sell them and thus already over the time it was easier because everything was based on orders. Yes, at my 8 years of age; starting with empanadas, then I learned how to sell avocados and I believe that I have had all kinds of jobs up to selling brownies in the bike lane. My destiny from childhood was connected with the relations with people and I liked it; but being a bit shy I faced losing the shyness to all - I call it; personal growth.

My mom had a job doing cleaning in some buildings at the North of Bogota and at the age 10 I accompanied her; I was in charge of one



building and she made the other two. I don't know how we did it, but to be honest, we saved so much time and I had a super fun because I was studying in the afternoon and in the morning, I helped my mother and also in my School' holidays.

I think I always was a wise and organized child. I remember my sister Stella got pregnant at the age of 14 and who I accompanied at her stage of pregnancy. It wasn't easy, but I was there at her side, and I was always have been. It is hard from heart to see others suffering, and one being that little without being able to do much; more than being there, present and giving moral support. My sister finally had a cute girl my second niece Leidy Marcela whom I helped in her growth up process until her five years of age; also a few months before had born Kelly Johanna my first niece by then; because around two years later appeared my niece Luz Mary who is really the first niece since we met her at 5 years of age meanwhile my brother Edilberto apparently had an accident; those who tend to happen in Colombia; and he never knew it until the day they came to our house as a surprise visit. The truth is that with only seeing her, we knew immediately that she was his daughter; nor required examination of DNA because with only seeing her it was obvious since she had the same face of my brother.

When I say that I've always been an organized child is because at my 10 years of age I had to get up early and make breakfast, wash the dishes, organize the house cleaning, take care of my niece Leidy Marcela, make her the milk bottle, wash diapers, left lunch cooked, organize the little girl, take her to the place where they would take care of her in the afternoon and then I had to run away going to school. I should have had all of this ready by midday.



It was an interesting time that helped me to grow and to mature a lot. At this age I had lived fairly, and I had even learnt what I didn't want to be when older. Already a few years later born Edwin Alonso, John Ericson, Cristian R.I.P. and Fabian. All of them; my group of nieces and nephews with whom I shared most of the time and the truth, they were my team wherever we went out to. All equally made and have become part of my growth and I have inculcated them part of what I have learnt in my day to day in life. We always shared amazing moments at those times of constant struggle; trying to get what we wanted for our future.

I also had a spectacular time on my holidays I lived with my mom; when we went to the country side in the mountains in San Bernardo Cundinamarca. We spent an incredible time together walking in the middle of the forest and the river; no technology and with pure instinct in the middle of the night we were able to get to my aunt's Transito house R.I.P. We went to her humble but beautiful farm full of colour, coffee, trees, fruits, cattle, horses and even with river and waterfall; how beautiful; I still remember the time; or when we visited my uncle Juan and aunt Teresa in Tolima in the middle of nowhere; to be honest I don't know how we managed it, but we got to their house; also in a simple farm with fruit trees, banana, cassava, chicken, coffee and the horses I rode from when I was 5 years old; and inclusive in Restrepo Meta, at my aunt Carmen and uncle Pedro where we didn't stop praying the rosary and I kept making faces at my cousins Leonardo, Johanna and Leidy whom couldn't pray nor sleep watching me throughout the day and night; Ah wonderful times of non-stop laughing.



My mom a brave, always I have felt so proud of her; Wow! She has been my heroine, she is like a wonder woman; always I've admired her so much although I didn't tell her often; I take these short lines to tell her how brave she has been; how much I have learnt from her and how proud I feel to be her son. She has endured it all and I think that she is a book apart to be told. These travels were so unforgettable; over all the return to Bogota because you cannot imagine the admiration of seeing my mother with me at the age of 5-6 years both carrying two packages of food full of potatoes, cassava and banana; more two chickens, an armchair and two suitcases of clothes and other few things that to be honest, it means to have a great strength and courage to take things to the house to feed us with my brothers... How proud of you I am my dear mom!

To finish this first stage of my life; I can tell that my school days were super great because I was focused on studying and in my free time playing basketball; sight ... those times! That was my life. Home, my nieces and nephews, school and basketball. We did not stop playing with Silvis, Yazmin, Sonia Melkin RIP, Edwin, José and other neighbourhood' friends.

### **Since my 10 to 20 years of life: Discipline - dedication - strength**

I had already made some achievements: Kinder Garden, Primary School and the start of High School.

This is the beginning of a new stage where I start a process where I'm growing but not in height because I was still a little one to whom all much appreciated since blessed God I have had the ease of making great friends during my career for this wonderful journey of my life.

I don't know how to start because in this period there are a lot to tell, but well let's do it. In my high school which I started at Republic of Colombia high school, I met Diego Alejandro, Rocío, Yenny and Janeth Romero and many among others in my first years of secondary.

With them, spending time was laughing but at the same time responsibility in the middle of everything. I think that I was a clown and I remain; because I find a joke to everything and I never stopped laughing of myself and about everything in general. One day we



came with my group of friends coming out of school and we got on the bus where all students climbed on the route to the suburb Quirigua near my house. On this route from back home, a group of guys insulted me and began to treat me badly since I believe I had a sort of particular way to behave and children my age criticized me a lot - I think that because I was very spoiled and in the middle of everything... well one as a child we don't know anything; but the guys treated me so badly and mocked on me as much that I started to cry and I didn't say anything to them, I only left them to laugh on me and that was it... I could not endure... When the time passed by, few years later I met them again, the same group of boys in the same classroom; from year nine to grade 11. We were classmates for 3 years and we shared a lot, we laugh, we studied, we played etc.; and the truth was that I knew what they had done, but I never said anything. One day before our graduation; all gathered and called me aside into a corner of the classroom while nobody interrupted us, and they told me: William agreed years ago on a bus a group of boys were treating you badly and made you cry; remember? I told them no, for sure I do not remember; my friends no idea I really do not remember. In myself I had a giant knot and Jose Eusebio, one of them told me; of course, you should remember and I said well... yes, I remember more or less mmm I barely remember; and they told me ok, well, William the truth is that we were those who treated you badly and we want to present you our apologies... My eyes shone, and my heart was beating so fast. My friends were presenting apologies to me and I truly felt so different in the sense of greatness and proud of

my brave friends doing this. I told them that I never had bitterness; that I had forgotten everything, but also, I was thankful with them for such braveness; and I said don't worry; anything happened. I went to the bathroom crying a little by the emotions, but it was something that made me learn, grow and to love myself a bit more given that I considered myself I was the little ugliest of the class.

During my secondary school, I concentrated myself, as challenge and objective in: being the first in class to win the scholarship, and that way, my mother wouldn't need to pay any fees each year. The school always gives the scholarships to the first and second place; and since then every year I did it from 6th until 11th grade; in this way my mom saved the costs of college tuition fees for my whole secondary school. Blessed God, I achieved my objectives, but it was because that was my goal; to be the first not because I really was the most intelligent; regardless the truth is that I do not consider to be. My great friend Gloria was always the first until grade 9 and then, when we met we both were first and second place. Glori was always the brightest in class, I admired her so much; I wanted to be as smart as her; but the problem was that I was a bit lazy with memory' subjects: Philosophy, History, Spanish, Geography, she was the best on those; and well I was more dedicated to the Arts, Music, Mathematics, Physics, Chemistry, Sports.

In these subjects I did a big effort to get the highest marks to increase my overall results and this way I achieved my target as I always took note of the marks, I was very dedicated and constant. I was always alert of the group marks and at the end of each academic term, I already knew who were occupying the first 5 places. Everything was by objective or goal, not



necessarily because I was the most intelligent. From there, I learned that everything you want to achieve in life is possible; the key is to have a goal or objective in mind and constantly work on it; and so I did it thanks God and thanks to the prayers of my mother and my family including my aunt Lola and aunts Carmen that always they have accompanied me with their prayers.

To make you laugh a while; I promised my friend Olga Ortiz that I was going to mention this part in my book as an interesting anecdote; and it is about companionship and to see where one can get as a friend; let's see then...

In my 10-year high school in the class of Calculus, our teacher Jorge gave us 5 minutes from each class to each student to make a free activity. Being one of the first in class on the subject; one day I decided to do a mini show imitating a famous Colombian journalist called Lina Botero and I changed the name to Lina Ropero.

I dressed and made up in such a way that I was very similar, and everyone in the room were laughing just to see me. That day I realized I had acting skills. Everything was ready but surprised I noticed that I didn't have skirt. I had taken some clothes from my mother to dress up for the act, including her lipstick and eyeliner, also her heels and stockings but I forgot the skirt completely... Then, Olguita very beautiful, she saw strived because I already should enter to the show and in seconds being in the back of the classroom, she took off her skirt being in little shorts and well... she blushes easily and during the show she was with the face on... So funny! The show was spectacular, and I bothered so much to Cesar the tallest of the class and with my performance of Lina Ropero I wink my eye to him and did a flirtation that all were dead of laugh. Cesar, my friend, I imagine that if you read these lines, you must be remembering; as we all do... very funny. All our classmates in the school Republic of Colombia high School; were very united: Gloria Lombana, Diana Erika Herrera, Patricia Poveda, Miguel Peralta, Liliana Herrera, Juan Ignacio Alfonso, Luz Marina Moreno, José Eusebio Cruz, Martha Bernal, Judith Zambrano, Sandra

Russi, Ruth Rodriguez, Victor, Cesar, Amparo Rojas, Janeth and Miryam Divantoque, Olga Patricia Pérez, Olga Lucia Ortiz, Eduardo Aguapanelo, Juan Eduardo Bohorquez, Amalia Altuzarra, Ricardo and Leonardo Gonzalez, Chucho, Alexander Giraldo RIP among others and I hope I have not forgotten some of the most important but they were the most I shared at this stage.

I met almost all of my classmates' parents since I passed my time studying at my classmate's places. I explained them maths or we did group's homework etc. I almost left home at 7 am and returning at 8 pm I saved to my mom: breakfast, lunch and dinner. I've always come cheap (more laughs in this interval); even to drink; two beers are enough, because truly I don't drink much, so that's good because in every aspect I save money and I think it is a good strategy and I always step it wonderfully!

Something that I have very present in my memory at school, it is when we had parent's reunions to give them the student's results each term. Absolute silence, the room full of parents and the Teacher was ready to tell who occupied the first places. Myself, with my watery eyes, I always saw all the anxious parents waiting to receive their results and always at the side of my classmates.

I felt great happiness to see them all together and accompanying them in those important moments. I was there receiving my results myself since my parents could never attend: my father didn't even know my birthday day, and my mother had to work to support us; so, taking chest, showing my smile being the class' clown and the number 1 in Academic overall, I went forward and received the applause of all the parents that I already knew. I had crossed feelings but above all understanding that I was not alone and that my mother always accompanied me from heart; and with her prayers, she helped me to achieve my goals.

With a laugh out of me and a huge cry of emotions inside myself; with force, I smiled to avoid they see me crying. I saw my classmates, all with their parents and I felt very happy for them because they didn't



know how lucky they were having their parents there beside them; something that I could not have but that from heart I understood. Everyone congratulated me for the achievement and I smiled back. I asked for permission to go to the bathroom to be able to cry, hide and dry my eyes quickly to continue the show's clown that has always characterized me. This is me, showing always the strength that let me grow and to be a better human being each day; with errors obviously; but with the tenacity to go on.

There is so much to tell that you can't imagine; today is February 11th, 2015, 12.40am, I am in Melbourne and still writing. Every night is similar and today in the middle of the heat with a glass of water I continue remembering my life with great emotion of being able to tell you all my journey.

This stage is full of discipline because I focused on getting the scholarship each year; occupying the first or second-class place and I got it; with lot of dedication as I was constant in working hard to achieve it, having goals or objectives which I had them clear for my future. I always had in my mind that without education I could never get to be somebody in life, and that is what I wanted – to be someone important one day, to be able to contribute to the society.

Another anecdote that is worth it to tell; is that I was helping myself financially; selling groceries in the classroom: Coconut' balls, Caramel' empanadas stuffed with coconut and Caramel with raisins - Panochas. On weekends I sold clothing in San Andresito (commercial shopping area) and with this, I began to dress a little better because to go to the school I only had a single jean for the whole week, a white shirt, which every day I washed it and put it on dry behind the fridge and a dark blue jumper with more patches than the routes of Transmilenio of Bogotá. My jumper was super full of patches thread everywhere but always very clean and well organized. I know that some high-class children looked at me from head to toes but I never cared or paid attention because I knew the reason about why I was going to College and that's it. I have always been very simple, and I am happy with how little or how much I have, or I get.



This is an essential point: to be happy with what you have. If you give importance to the essence of being happy; or find what makes you happy; I consider it will make our lives have a more advanced development to reach what I call: the top of happiness; - the real Climax. Have you ever wondered which makes you happy? But truly happy?

How long we spend winging and grunting for everything, without stopping for a moment; asking ourselves: what makes us, or what would make us truly happy? Let's work on it and see how I have achieved to be my whole life happy, and how others can see how happy I am to the point that they get contagious. Let's live around happy people because it will bring happiness around us.

Now it comes the interesting part. I finished my High School and I didn't have anyone to help me to find a job. I was alone and in the middle of anything.

I had to go to introduce myself for the army and this time the government made the selection of who had to provide the military service. They did it with colouring ballots: Blue did not have to go to the army, white go to army in January and red go to army in April. Whenever they called someone; we all sharking with fright. In the random selection, all my friends were in January and April. Then it was my turn and I said God do whatever you want, I put my hand in the bag and I took two ballots, and in a second I dropped one and I closed my eyes; when I opened them, I realized I had taken the blue ballot. By draw I didn't need to go to army though I really wanted to go but well; luck is luck and they gave me the papers and the receipt of payment to obtain my military ID card; now what it was missing was nothing more than the money; what do I do?

I went home, and my mom was waiting for the news; I looked to her eyes and I told her mommy they already decided and by draw I believe that mmm... My mom cuddled me and began to cry nonstop and she didn't release for a single second, it seemed that she remained without breath and her life itself... I told her: no worries Mommy, I don't have

to go to the army, don't cry more, I'm here; and she embraced me even more, because I made her understand that I was going to the army in January. I still feel those hugs and kisses and her tears and mine mixed of emotions – I always miss you precious mamita, I'm here still writing from so far away.

I continue with my story... (Tears between the lines) I didn't have money to pay my military ID and I could not leave this responsibility to my mother.

I had an idea in my mind to tell my neighbour Claudia Conde from next door; that I needed to find a job either way; and she told me that one of her friends worked as an operator at Bogota' airport through a Recruitment Organization and that he made good money with tips. His friend gave me the address of the place and well; it depended on me; going to introduce myself, provide my CV, and see if they received it or not.

I decided to go with my friend Alonso Blanco, who lived nearby. He was tall guy, good-looking and well presented; and me, a short guy looked like his younger brother and whom took care of me; but the truth I think that both had the same age but my disadvantage was that my appearance didn't help much for the job description – position available; big and strong people were required to work at the airport, so I didn't see that I qualified but Holy God, I needed to produce to pay my military ID card and succeed. I was willing to work in whatever possible, to be able to help at home and to be someone important in this life.

With Alonso, we decided to go to the Recruitment Company. When we entered through; even though I was the shorter; I was that talking. I went and asked the Secretary Assistant if we could leave the resume with her to the subject of employment and she looked up down and said to me: No, please give it to the security guard whom will give you instructions. I went out and the row was up to the other corner of the street; there were many people presenting to different jobs. I spoke with the security guard and he kindly received our resumes and gave us a sticker form with a code to return the following Thursday – a week after. After all of this, I said to Alonso, let's stay for a little bit longer,

and while we were there I heard that the security guard gave a direction to a person whom was asking for the second phase; and I stopped for a moment thinking mmm second phase? What it would be? The security guard said to the other person that he should be at an address at 2 pm same day. I memorized the address that was just few blocks from where we were, so I said to Alonso – let's go and see what it was.

Effectively we arrived at 2pm, we made the respective queue, we entered, we were seated, and they started calling the list. When they called us, they asked us: What are you doing here? You both don't appear in the list. Are you sure you were told to come here today?

I talked, and I said: I'm sorry, but we went through phase one and then we went to the head office and the security guard told us we should come today at 2pm and follow phase two. They said, well that's ok; there is no problem, please sit down and take the test.

It was exciting because my brain runs very fast, and my ideas fly as well, and sometimes I do not know where many things come from. In seconds, I had planned everything. I told Alonso that if we did not pass this phase at least we already had the appointment the security guard had given us before, and we could start from scratch; and if we passed the test, then we continued the next phases and that's it!

Exactly the following Thursday we had to collect the results related with the test for phase two. With surprise, we found that Alonso and I had the highest results. Excellent!! we went to phase 3. What's next? Surprise...

We went to an appointment with the psychologist to finish the process. First, they called Alonso with a psychologist and then they called me with another different psychologist. I was very scared because I did not know what to say. The psychologist very dear to me and asked me about everything; I told her that I needed the job, that I was very efficient and that I wanted to study, if it was possible to have an office job, and she told me that if I wanted something urgent, I had to take the job at the airport and I accepted it. She did not give me much

hope for office jobs, but she said to me don't worry that she would take me into account. Once the interview was over, she asked me the key question: where is your folder? Today in the final phase and after having passed the entire medical process you should have brought all the documentation; what happened?

My answer: of course, Doctor the folder! (you call doctor in Colombia, normally to the boss or important people at organizations, like Managers, Directors, Psychologists, Lawyers, etc) The Folder!! Of course!! that's why precisely doctor, I wanted to tell you that I just finished my secondary school degree and they didn't give me some papers to attach; I'm very sorry, please excuse me for real; Is it possible to bring everything, early tomorrow?

She was very nice and told me: well, I will make the exception; but tomorrow in the morning because the next week you start the training for this job as a maintenance assistant at the airport.

Holy God!! I did not see myself doing this, but I had no choice. God blessed!

I left with a smile from ear to ear because I had already secured my job to save for my military ID; Oh God I forgot it! I must have a military ID to be able to work... Holy God, I need a miracle; Oh God please Sir; I hope they don't notice.

I left the interview and I meet Alonso, and I asked him; how did you go? – He said: Super clear! The Doctor told me that she put me on one's list for some administrative jobs; this one or the other week they will call me to work at an office. I was very happy for him and I told him how mine was, so I thought aloud – It is obvious, Alonso is tall and good-looking guy, he fits perfectly for that job and without demerit myself, you know and must accept things as they are, and with humility; so, no sadness, always step forward I said, as the idea was to work.

I followed my process and Alonso his.

The next day I gathered all photocopies of documents and qualifications that I could find. My folder was so thick with papers that it seemed to be lazy to check it all. I had to place the payment receipts from the military ID in case they told me something. My God please!!! do not let them to notice that I miss many documents (with a sad but positive face); I did not have money; How did I do it?

I arrived, and I said: Doctor, good morning, excuse me, here is the folder with all the required documentation. She smiles at me and says: very good! How timely I like that good! Are the documents complete? Yes Madame, all documents are there. She smiled at me and did not check it; She filed it immediately and did not ask me any more questions. Oh My God!!! Thank you, God,!!! I'll have time to pay for my military ID. Blessed you are, from the heart I thank you.

The following week I was already in training. I went to a meeting with all those who were going to start at the airport the following month and everyone was happy because they were going to receive tips in American dollars since the job was about collecting the passenger's bags at the international Airport, arrivals. I had another concept; instead of tips I wanted to study, but likewise, holy God, I am here for whatever it is.

In that week, because Alonso, he lived right next door from my house, and I spent my time doing the cleaning at mine; while I was washing the dishes, I heard that the phone rang a lot, and no one answered. Later that day, someone knocked on the door of my house, it was Alonso and he said:

Will, you know that the Recruitment Company called me today and they left a message to work as an office assistant at Santander Bank - I was very happy for him and I said Great!!! and what did you say?

Alonso told me: No Will, it was only for three days and I told them no I won't take it for that few days. It was a very short time, so Alonso told them that not for this time but next time when is a longer time he

would appreciate them. In my mind I said: What? Dear God, if I had that opportunity, even one day I would have done the impossible to take it ... But; Ladies and gentlemen, look what I did. I said to Alonso: didn't you accept the job seriously? He told me: yes, I am serious, I said no for this time.

Ok Alonso let's talk later because now I have to finish the house cleaning; I have some pots to wash and some extra clothes, so we would talk later.

I closed the door and I decided to call the Recruitment Company. Yes? good afternoon? My name is William Moreno Acero, I just got home and my mother told me that you have called me for a job vacancy as an office assistant at Santander Bank, for three days.

Excuse me what your name is like?  
William Moreno Acero Miss.

I'm sorry, but you're not on the list, it must be a mistake! Oh no Miss! I am sorry, but this is the reason that my mother just gave me, and that's why I am calling you; what a shame if it is a mistake; thank you very much; anyway, I am ready for whatever you need, so a few days does not bother me at all; I would accept it.

On the other side of the phone ... mmm one moment please; The truth is that we need it urgently; Can you come tomorrow 6th of March at 7.30am to sign contract? Of course, yes, Miss, with great pleasure, I will be with you at first time in the morning.

This is the attitude; do not miss any opportunity in life, because we would never know the direction that something so simple can give us; and maybe, the things we do not consider; who knows, it could change the rest of our lives - follow your instincts. The next day, I woke up super early and I put on a dark cloth pants, a beige shirt with red frames, a thin black leather tie and a light brown open jacket ... Conclusion the truth nothing to do; I was very poorly dressed because I did not have

much elegant clothes for an interview. I only had a suit from my high school graduation that I used last December and nothing more; I had already used it many times that week and I could not go again with the same dress; I would repeat and they could realize it because I took the dress: Monday - full dress suit, Tuesday - the same jacket with other pants, Wednesday - The pant of the suit with a jumper, Thursday - the same jacket's suit with other pants and Friday something more casual. Well that's how my work's life began.

When I left my house on the way to the Recruitment Company, it was raining or drizzling as we usually say ... I got there, and the Secretary tells me: this is the letter to the Bank Manager, please go to the office and follow the instructions to start today. I said: Thank you very much! God pays you.

On my way to the bank, it was raining with hail; I got wet everything even all what can't be seen!

I have arrived at the Bank and the Manager looked at me from top to bottom - a bit shocked - well, I was wet ha ha; She said: I am very sorry, but your position has already been occupied by another Recruitment Company, because yours took a long time to answer; It is not for you fault no worries. I will explain them, you do not worry. When I heard her words, I said, thank you very much and I'm here to serve you.

I understood perfectly that it was not my appearance, since the delay in sending the replacement person to the Bank vacancy, was true. I felt a little better.

As soon as I left the bank, I looked at the sky and I said to myself: thanks God for this opportunity; I had never been so sure of myself and what I was presenting, and I said: I know that something better is coming! I'm sure about it ... Thank you very much God, for this opportunity!

Frequently I have the habit of converting things that one believes are negative - in positive; and it has worked incredibly for me - look what happened...

My immediate reaction was to think as positive as possible - our mind and attitude play a very important role in the direction we can give to the result we expect. I did not have any doubt - I felt it was something magical - To be precise and honestly, I saw like magic stars in the air; then I thank God, because I knew that something better would come.

If we take this attitude in every act; certainly; with faith, I'm sure that everything we want, we can achieve it. Please do not miss the sequence of these miracles because as I go forward, you will realize everything that has happened around me and how blessed I have been during this journey of life.

Something inside myself, told me that something better would come ...  
Let's see ...

I returned to the Recruitment Company SERDÁN S.A. I informed them of what happened, and they told me that there would be no problem that the Bank had already called and explained what had happened. The secretary looked at me and said to me - if something comes out I will be calling you - but the next time please wear your dress that fits you very well! The secretary was very dear, and she had noticed my clothes - how embarrassing, but at the same time, she was very nice person to give me the advice.

I arrived at my house at 4pm and the phone rang; it was for me. Yes, good afternoon? Hello, William speaking? Hi William, we are calling you from SERDÁN the Recruitment Company here again; What happens is that we have a vacancy for only 7 days, we need a courier at an Insurance Company called COLSEGUROS; Are you interested?

Miss, of course I am interested! She said: That's perfect, please come tomorrow at 7.30am to sign the contract. I replied: Thank you very much tomorrow I will be there to sign it. Effectively on March 7, 1991, I started working as a temporary courier for 7 days in COLSEGUROS.



I was very scared because I was just a school kid and I did not know the city. I put on my only suit I had, and I started with my right foot to work for 7 days. A total challenge!

I showed up at my boss' office Miss Irma Silva. A very serious, tall, elegant lady with short white hair and about 38-40 years old I would guess. She was super strict, and everyone respected her quite a lot. In that first week, I met the whole Company Office branch called CORREDORES BOGOTA, located at 92nd Street with 15th, in the north of the city of Bogota. Everyone thought that I was the son of one of the ladies in the cafeteria, because I would run by from one side to the other with no stop; and Dr. Eleonora. Rossi Administrative Manager at that time, started calling me the Roadrunner - one day almost made her fall over the floor. I think that all my life I've been busy with something; I've always been like that - running. My job was the courier, replacing Jorge for 7 days; one of the couriers at that time. He had the north zone and they left it to me - I had no idea that it was the best area because for me, it was the same because I did not know the city; so, it was like starting from zeros, whatever the area was.

At the beginning, I walked Two or three times around the same area; I ran a lot to be efficient and showed the best of my work. It rained often, and I did not care about it, because I came back totally wet at the office and I think I even liked jumping in the puddles - I was still a child and I think I always will be. I did not mind getting wet in order to do things as quickly as possible. In those 7 days I won the trust of many and one of the secretaries of Sub-management - Gloria Falla, trusted me a lot and even gave me her debit card to make withdrawals of money with her personal password. I managed in 7 days, people to trust in me and I think some of them took me affection. I felt happy doing my job; What an exciting time! The 7 days went by and I just asked God for an opportunity - please Sir I need a miracle - those were my words. I went to Irma my boss and I said: Doctor I know it's been 7 days and my time is over; what should I do? Irma: do not worry that the other courier from the Centre Zone - Mr. Nelson is going on vacation for 2 weeks and you will do his zone; so, you

have 15 more days. Holy God! - thank you for granting me this new miracle. I was so scared because even I hadn't paid my military ID and I was afraid to be discovered.

I replaced Nelson and in those 15 days I had saved enough money, and I was able to pay my military ID; it was approximately Col\$ 22,500.00 (A\$ 10.00 today). My office colleagues were not too happy let me say; because I was going to stay longer, doing Nelson duties; but good, with time I overcome some barriers of trust and companionship and certain situations that harshly happened and cost me tears; but always feeling the protection of the Angels or God himself that sometimes I do not know how to explain it.

These 15 days my boss decided that I was going to work in the North Area instead of the Centre zone. The North area was desired for being the best area - I had no idea because my goal was to work in whatever area or zone in the city. This caused some nonconformity among my colleagues - the other couriers, but it was a decision of my bosses, so, I continued in the north zone.

I already had a procedure to work with - I always before leaving, I organized all my correspondence and bank consignments in order of address since the whole office (different departments) left the correspondence in the drawers of each courier by area; and sometimes there were different things for the same address. I spent a few minutes ordering, but it saved me hours of work delivering correspondence.

The turns at Banks given the tremendous rows; I could cover myself all morning; then, what I was doing was: I came to a large bank row and I said to someone - hey Mr. Can you do me a favour please? by keeping my place while I go to the front bank? Sure mate! Many banks already knew me, and I did not even need to stand in line - interpersonal relationships - I have always said: making friends everywhere opens doors for us. All people are very important from the security guard and the lady at the cafeteria, to the owner of an organization. We are all at the same level of importance. A security guard can help you to give you

a free parking lot and help you in a hurry; the lady in the cafeteria can help you with the clients to take care of them while you finish your calls or give yourself a coffee in the mornings or even bring your lunch when you cannot. This situation has happened to me many



times, and all of this, because of the kindness and the treatment that one gives to each other. Sometimes we think that something simple does not matter, but only the life experience gives you the reason and, in the future, you see the results. Let always be open to people with simplicity and kindness that tomorrow it will be reflected.

Let's continue ... Nelson arrived on vacation and with him; my sadness to my face. My time here is over ... I need a miracle - God please help me ... I know I ask a lot, but I beg you please!!!

In total I had been working 22 days; the initial 7 days replacing Jorge, plus the 15 days replacing Nelson. I had already received my salary for those days, and with this money I was able to pay my military ID and pray that it would arrive soon, and that way, the company never would have noticed I never had the military ID from the start; and above all it was a requirement indispensable to be working, and, as you know, I never said anything about not having a military ID; how? Without money? - impossible!

I was scared because normally once the military ID is paid; to get it, it could take between 3 to 6 months and would arrive at the house by correspondence, conditioned that someone should be at home to receive it and sign the received document as an important one; and guess: do you think someone stayed at home? No one!!! - God, another miracle please - make it to come soon because I do not want to disappoint this company please.

The next Monday, when I knew that Nelson was coming back from holiday; I went to my boss with no way out. Dr. Irma good afternoon; I know that Nelson has arrived today, and my time here has ended (sad face); what should I do? What is the procedure?

She said: Do not worry William you have only a few days more because the General Management - Dra. Marta Lucía Vallejo q.e.p.d. wants you to be her personal courier for a week, to help her with a number of things we need for Management; so you talk to Kathia her secretary and organize with her this week and then we talk - Oh God, I don't know how to pay you this; blessed be and thank you very much for this opportunity.

During that week I was helping with everything related to the Management and Sub-managements of the office and I made myself known by the big bosses. I felt the affection of everyone and because the truth I was very efficient; when they asked me for something, I did it in minutes, very fast, so I normally got wet with the rain; I arrived tired but happy to have done my job. You can't imagine how I loved my job and how happy I was, regardless of adversities along the way, the rudeness of some co-workers. In short, things that are hard for someone with only 17 years of age.

Anyway, in that week Dr. Luis Manovacia – Administrative Manager of the Branch CORREDORES BOGOTA, called me at his office: William good morning; I need you by tomorrow to bring me your resume - CV with a photo passport size.

Of course Dr. with pleasure! In the morning? Who said fear!!

I left immediately running to the Panamericana (similar to Officeworks), I bought the popular CV Form Minerva 1006 (the one required for big Colombian organizations at that time – replacing the CV of today) the blue one - for those who remember it in my country (laughs please) and as usual, I have photos of me in my wallet; then it was just as well coordinated as a finger ring.

After 10 minutes of Mr. Manovacia's conversation, and without lying, I had my resume ready and I took it to Lucho (how dare I am); sorry to Dr Manovacia, who said: I can't believe it - Lucho (Luis Manovacia) exclaimed and said to me: William, allow me to congratulate you; In the more than 20 years that I have been with the Company, nobody had shown so much interest; I am amazed - very well; it is incredible. I told you bring your CV tomorrow and it has just been 10 minutes ago; wow, how fast you are!

I believe that I was hungry for work and full of desire to get ahead - I always showed my interest and towards things with a lot of passion and I wanted to learn more and more every day. I was not interested in the top, I was interested and worried about learning and knowing everything. I wanted to climb step by step, without worries. Living the moment intensely, without worries, without accelerating.

New generation boys and girls please, do not be so accelerated, you want everything now and without had lived long enough. Live the process with passion, do not go ahead as there is nothing better than reaching the top with enough experience. This is going to give you the solidity and the strength that you will need for your coming years. Do not miss the process, you can't imagine how spectacular it is, to live it: the primary school, then the secondary school, then the University, then the travels overseas etc. Each stage is so interesting, you know so many people every day and you are filling your album with something so valuable that it is priceless.

Did you know that sometimes I would like to return to take pictures that I missed and keep them to remember every moment again. You can't imagine how those stages I lived, fill and brighten some moments of my life nowadays. Do not stop living guys of the new generation. Please read all of this and start now. You; parents and brothers please inculcate to yours the importance of living, of leaving a trace of remembering and of strengthening ties with all those around us.

People are very important, we are all very important; and the war that we have seen in the times are so stupid, that leave us with nothing but mere loss of precious time. Let's value who is next to us and give him a huge hug.

In my experience, you can't imagine how many people I know; and to be honest I really don't know the number, but today I have contact with many people from my childhood and with at least two or three from each stage of my life, maybe more I am sure; and those who are reading this, they know it; and the most important and spectacular of all this, is that I have managed to intertwine them all. Many of my childhood friends are known with those of my high school ones, and these with those of my University ones, and likewise with those of my first job and so on.

This is magical, it is something divine, to be able to know that I have been able to connect all my friends and that we all have a similar link and that we have a lot to talk about every time we see each other. The essence of seeing all of them together being friends and that some of them became better friends and that they continue to accompany, for God this is priceless. Friends (I obviously include my family because even they know all those who have been part of my life process), I want you to know that I love you immensely, to each of you who are reading this book which is dedicated to you with all my love and appreciation. Everyone has made me happy during this process and I will never forget what happens.

Well ... I've deviated a bit from the subject, but let's continue ... It was the moment I gave my resume to Lucho (Well, Doctor Manovacia); that week I was called to psycho-technical tests along with 18 other people; I didn't know which position, or what this was all about.

Let me tell you, I knew William Ruiz, who had been a temporary worker for 6 months before me, he was also working at CORREDORES BOGOTA office branch, and he was in charge of the marking vehicles insured and sometimes of inspections.

He was also called to do this whole process.

To sum up; of the entire group of 18 people; we were 5 people that passed the best scores, and to the interview only two people were called; have a guess who: William Ruiz and I - both William the tocamayos (that's how we call two people with the same name). Connecting things, and with a conversation I heard in the middle of closed doors; I found out by chance that Jorge whom I had initially replaced for 7 days; he had resigned and that there was a vacancy as a courier position. Then I concluded that the whole process was to occupy that vacancy. I immediately visualized what was coming: William Ruiz, married with two children with 6 months in the company as a temporary worker at that time; and I, only with a month of temporary work; so, I was very happy, and I said to myself: William Ruiz will be the new courier replacing Jorge and I would replace William Ruiz doing his job (temporal), and I am very happy with this, because it guarantees me more months here while saving money for my first semester of university. Bingo!!! ... My God gives us everything and everything he does is perfect - it could not be better! I saw everything clearly and I was happy to continue in the same branch.

Let's see what happened during the last part of the process to end this part.

In the last interview with the psychologist Dr. Martha Lucia Quiñónez, she had already asked me everything and I was super happy because I think I had responded everything well, but when she asked me: William Could you please give me the concept of The Labour Union? Me: MMM Sorry doctor? For God! In my mind - and how do you eat that with what? I thought inside of me. Up to here it was me; I am cracked - nothing to do, I'm dead (sad my face)

Doctor, I'm sorry, but I have to be honest - I have no idea What is a Labour union (with a watery eye) I almost cry with nerves, but I stayed calm and breathing deeply.

Do not worry, she said - she gave me then, the concept of a labour union, I mean, very simple and simple. Did you understand? She said back to me. I was so nervous and, in my mind, - what hell is that? But I had to be sincere again - Doctor, I'm really sorry, but I did not understand - at 17, how could I understand that it was a labour union? Please, I was more innocent than the Chapulín Colorado q.e.p.d. (let's say the funniest character in the whole Latin America; as popular as Charles Chaplin I could say). She finally said; it's ok William one day you will understand the concept of Labour Union it's all right. I wanted to kill myself, I knew she just was being nice to me; I thought OMG how stupid I am. See what happened!



After the whole recruitment process, we had a meeting on Friday, April 28, 1991 at 4.30pm in the office of Dr. Irma Silva alias the boss. Irma: Good afternoon guys, today I want to inform you that the Company has decided to contract directly to a new courier that is going to replace the position that Mr. Jorge was occupying. This new person is ... For me it was obvious!



Inside myself, I already knew the answer and I believe me ladies and gentlemen that I was very happy for William Ruiz because this, ladies and gentlemen nothing more or nothing less guaranteed me a minimum of 6 months more as temporal worker and with the option of being hired directly later and with all the benefits of this wonderful Company.

Ok ... Irma continues ... The new hired courier that starts working directly with COLSEGUROS from May 2, 1991 is ... Hey all, stop being so desperate and curious hat I will tell you in a minute, just give me time... you all know the answer ...

... It's William. OBVIOUSLY!!!!

I exclaimed: Congratulations William, you deserve it, it makes me very happy! That was my reaction obviously ... But there was an absolute silence for a few seconds, the boss looked at us all seriously and she said No sorry; the person chosen is William Moreno Acero. Absolute silence.

Oh! Don't! DON'T! DON'T DO IT!!! I can't believe it! OMG!!! Wet eyes, tears in my eyes.

I think I felt like in a final Soccer World Cup between Colombia and Brazil, and Colombia winning in the last second Colombia – It is something difficult to believe. Ah??? Wow I can't believe it !!! I could only say infinite thanks; I'm sorry, but I'm in shock and I can't believe it.

At the end, Dr. Irma told me: you must go to the main office on Tuesday, May 2 1991, because on Monday it is the work day holiday; You must carry your respective documents (in my mind, my military ID I didn't have yet). Ok Doctor, I give you immense thanks for this great opportunity and I am sure you will not regret it; thank you very much that my God will pay you, because I do not have a single cent. Oh my God!

Everyone in the office made a surprised face and I think they wanted to eat me alive - it did not seem fair and I didn't think so either -

but God only knows how he does his things and they gave me that opportunity and I had to accept it.

I left the office that Friday at around 5.30pm, I was in pieces and crying; I did not know if happiness or sadness ... Why? Well, for the blessed military ID - I had paid it a little over a month and a few days and I had no idea when I was going to get it - now I was going to be like a liar to this important company - I did not know what to do. I went walking and talking to God and I asked him with closed eyes - Lord I know it's a lot to ask, but please - I need a miracle, Sir - it's Friday, it's already nearly 6pm, what I can do? I felt so worried; and then I went home; I knew that on Tuesday, May 2nd I must sign the contract and I must bring the military ID - God help me please, I beg you; what I do!!!



I got home, and I took out my keys to open the door - I was very sad - I know I am very positive, but it was too much to ask my God; so much ... Before opening the door - Claudia Conde my neighbour, opened the window from her place upstairs, and shouted: Willy! How are you!!! Wait a minute please, I tell you that today the mail came to your house, but nobody opened the door and I was just downstairs next to your door. They told me that if I could receive this envelope that is for you, but that I had to sign the receipt, and then I did it; and have a look here, they left this envelope for you... She is from Cali another city where they have a particular accent; I tried to write it down here but believe me it is fun, what a shame I couldn't do it in English, but in Spanish was hilarious.

I looked up with a face of ... Am I dreaming? Is it possible? Nahhhh I can't believe it! Seriously, it was like a dream, and today I ask myself: was it a dream? It wasn't obviously, because Claudia witnessed.

Claudia handed me the envelope and I gave her a hug, thanking her ... I went to my house and opened the envelope ... Guess what ... Yes. I know there are sceptical people and many times I do not tell my things because people would think I'm crazy (I am I know), but I'm not ... I'm here to tell you my miracles and all that my God and Angels or the divine energy as you want to call it - They have done for me.

Yes!! Ladies and gentlemen that Friday, April 28, 1991 you can see your calendar and check what I am saying. Everything is real. That day I received my military ID - a document that I required to sign my contract in the insurance company number 1 in the country - COLSEGUROS on Tuesday May 2, 1991.

I entered my house, I cried like never before. I knelt in my room and thanked God for being like that with me and I have always told him: why are you so good to me, sir, being me so imperfect? Filled with sins and mistakes and you are so special? You are the maximum God seriously this is enough for me and I do not deserve it - thank God Heavenly Father. On May 2, 1991 I signed a contract and I began a new stage of my life in my first official job: Courier Category 38 Branch COLSEGUROS CORREDORES BOGOTA.

I had goals and objectives; when I was already at 8 months working there, I knew the communication processes of the company and being a courier, I visualized the internal problems of one of the first companies in the market and the number one and oldest insurer Company in Colombia - COLSEGUROS today ALLIANZ COLOMBIA. I was very proud to work there and above all I was happy to work, and every effort I made, it did not weigh me because this company was giving me everything: experience, knowledge, training, education: they paid for my university studies; I should only have an average results of 3.8 and I always kept it in minimum 4.1; so, my entire university career

was paid by this wonderful Company - I never understood how there were so many people complaining about this company when they gave us everything including subsidies for transportation and food - and people wanted more - please !!! If even optical subsidy gave us and even dentistry; Bonus etc. please!!! I believe that God could not have put me in a better place; I was so happy those 12 years in this wonderful organization, that you can't imagine, the great stories that I lived there. I was part of the dance group of the company, I designed choreographies for competitions between branches - we won several events and we worked hard, but at the same time we enjoy as a team. I became acquainted with many people and I felt COLSEGUROS ALLIANZ as part of my family.

When I joined the Company I immediately decided to enroll in the university, but for only because I had one month working at the company, they did not pay me that semester, since I should have had at least 6 months working time, so I would not I cared and requested a loan to Mrs. Paulina who managed a personal fund inside the office and who very kindly gave me the loan I needed to start my first semester at the Politecnico Granolombiano University. There was where I began my career studying the following 5 and a half years of Business Administration with an initial degree in Insurance Administration Technologist very convenient for me and for the company.

To be promoted in Colseguros, I played by contest which always came out in a billboard with the condition of carrying a minimum of 6 months in the current position and extra requirements depending on the position. I started to submit to competitions and the truth, I was going very well. At least 20 to 25 people were enrolled in the competition - incredible and always I reached the final phase among the first 5 finalists. It was a way of measuring myself, although I really needed more experience. My co-workers were Nelson, Robertson, Diana Jimenez and Patricia Perdomo. When in the office they saw that I almost won a contest and the whole office had their eyes on me, and Robertson went to a contest in the cashier's department and won it, so they hired another courier to replace him. At 3 months after, I

submitted to a contest for the Department of Claims as Auxiliary of recovering cars in the same branch, to replace Jimmy Rivera and where the direct boss was going to be Ing. Angel Calderón (it was scary, he was super serious and strict), but finally I won the contest and stop wandering around the city of Bogotá. When I was a courier, I dreamed of having my own desk and that was my next step in the area of claims at the same Bogotá branch.

I learned a lot there, alongside Lucila Hernandez, Luz Marina Zuluaga, Aurorita, and Ricardo Angel, including Diana Maria Martinez. It was a great work team, where I started my career and promotion. I learned a lot besides that, it was the era of the appearance of computers - I started to manage simple programs to generate reports, create tables, analyse accidents and read a lot of laws and codes and legal conditions that were part of the insurance policies.

What an incredible time - training, learning and experience. I wanted to be promoted, but slowly and without worries. For each category that I ascended, it was an increase of 10% of the current salary plus the legal increase of the country plus the one decided by the labour union (I knew the concept now) of the company - the truth is that I couldn't ask life for more - I was super happy, as always I have been.



# Chapter 2

## STAGE OF MATURITY



**From my 20 to 30 years of life:  
Constancy - Savings - Construction (solid base).**

This stage is strong because there are many things in the middle of everything - an interesting time in which I must build solid and strong foundations to have a promising future.

I believe that “the base” is the fundamental part of a building, to remain firm for many years and why not for a lifetime. If the base is not built well or correctly, the building can fall over the time.

So, with this concept, I have built the base of my life which has led me to the success achieved to this day. It requires a lot of perseverance which I have learnt thanks to my discipline practiced in my previous decade. Everything goes according to our goals and objectives; our way of thinking and how strong we are in perseverance to achieve what we want.

I have always believed that there is nothing impossible and that only our mind is what makes our dreams big or small. I always dreamed flying away and I felt like flying from houses to houses and I felt that absurd anecdote as if it were real. But all starts from a dream, and today I have flown to many corners of the world fulfilling my dreams and today I am in Australia on the other side of the world.

In this stage, you will see the different promotions I had within the company:

Car Claims Assistant category 40, then Claims Assistant category 41 and finally in the same Area, Assistant support of Claims Department, category 42. I achieved several promotions during a year and a half. I already analysed claims in different areas: cars, life, property and engineering. I started my work life in insurance through the best area of learning, because Angel Calderón and the team taught me to analyse the claims looking for ways to object - well it sounds logical because one should always go looking for where to deny according to the conditions



of the policies, to be 100% sure that you are compensating correctly. You can't imagine everything that I learned there, with solid bases.

During that time, we sadly lost my brother Luis Antonio with whom I shared the same room for few months, and today I still feel a deep emptiness because as a brother I believe that I should have shared more with him, I should have known more about him and have learned more about his nobility.



Sometimes as brothers we are so foolish; I remember that he told me about his work achievements and courses he did, and I think I listened to half of them - although I do not lose the habit, I still do it - but I really missed a lot from him as a person, so, from Luis I learned that things can be achieved and that everything is possible in this life. He was proud of me because I had already started university and I had a stable job. He drove several cars at his work, and he told me to buy a car; and I said: really? how? Me? driving? Holy God... how scary!! Me? in one of those machines! My brother said that I could do it, and I said mmm ok, well.... mmmmm one day, but after having my own apartment; then, the car will come. I already had my order and my priority of things.

A day before his departure to the magical world, we said goodbye ... I felt that way, because normally when I saw him often, I hid to go to play basketball with Silvia, my neighbour; today my "comadre" (I'm her daughter's Godfather). The strange thing was, that day we went with her to the park and suddenly my brother Luis was coming from work as usual at around 5pm; and I came instead of hiding, immediately I

raised my head to greet him, and he crossed the street and gave me his hand - I felt an energy so strong that I commented to Silvia and I said: what a strange but beautiful thing; I had never felt so happy to see my brother. It was something very special that I only understood with his departure. This situation was quite tragic for everyone in our family and especially for my mother. That night we were with my brother Luis and my sister Stella outside the house, we decided to accompany my sister to the bus, because she lived in the centre of the city, normally an hour by bus. We went talking, we returned, and my brother went to my mother's room to be consented and massaged in his head. My mother always looked after us, and sometimes she gave him some massages in his head, due to his frequent migraines. I was assured that everything was super good, and I went to sleep. All this happened in a night of restriction of light in the government of Gaviria – Colombian President at that time. When I was sleeping between dreams I felt that some people were arguing, and I heard screams, and in the dream, I saw my brother with my mother arguing with someone else and I felt very scared trying to wake up, but I could not. In the middle of what I saw in my dreams I heard a tremendous shot and that was when I woke up.



I ran out and I saw the facts: my mother had got up to open the door at around 4am because someone knocked the door; as there was a restriction of electric energy, there was no energy, and everything was in darkness. My mother went out to open the door and behind her was Yuri, my brother's wife with their baby Jaison alias Melon, in her arms and she was pregnant with their second child Luigi. When my mother opens the door, she couldn't see anything (she had vision problems – she can't see very well in darkness); only a shadow and my brother Luis with his friend Oscar Montaña.

My mother when she was opening the door listens to the shot without seeing anything of what happened; apparently by accident my brother shot himself in the head without noticing that there were bullets in his revolver. My brother was drunk with plenty of alcohol and it was impossible to shoot himself that way. We never knew anything, the gun was missing, and in the investigation, it was found that it was very difficult for my brother to shoot himself that way, with his right hand pointing when his level of intoxication did not give him into that situation. We never knew anything, I just remember this version, and my mother who doesn't see very well, could not see anything because of the darkness at that night. The pain was too immense to see my mother trying to resuscitate my brother. You can't imagine my mother's strength to lift him, crying and giving him mouth to mouth breathing, screaming: my son, you don't go please, don't go.... I know you're fine, do not go please.

That's when I woke up and saw my mother next to my brother trying to resuscitate him. Immediately we ran out with my brother Pedro, and we took him to the hospital. My brother had died in the arms of my mother, unaware of the facts. It was not easy to overcome from this terrible situation and I think that no mother would overcome it; something hard to accept, but it is reality and we must continue our way, remembering the best of him.

After all that happened, I learned that we should be more united with the people we have by our side, because the role we play daily, especially with our own family, is very distant and we live like one more day, common and ordinary, without giving the importance that we all deserve and truly listen; living and sharing our sorrows, joys, achievements and defeats.

I have stopped writing for a few days, but I returned today April 1, 2015 on my flight to Las Vegas - Houston. Once I had overcome this sad and unforgettable chapter of my life; I returned to my duties at work in COLSEGUROS at that time, and who supported me at all times; and after my experience in the Claims area for almost 2 years, with 2 promotions in the same department; I happily got a new promotion to



Insurance Liquidator category 44, and 8 months after, I was appointed as Insurance Technician Category 46 at Unit 4 Department at the same branch CORREDORES BOGOTA; then, a year later I was promoted to Risk Evaluator, category 48 in Unit 1 where I met many people from other companies, I made very good contacts and a spectacular work team, that made me learn more every day.

Being here, was when I made my first trip by plane, to San Andrés Island where I also saw the sea for the very first time; It seemed incredible because the feeling of having the sea just in the next corner, in front of me; that was incredible, amazing. We travelled with my dear close friend Elizabeth Zuluaga (one of my best), Gladys Perdomo, Gustavo Sarmiento, Amparo Sarmiento, José Luis Ojeda, Robertson Conterno, Nelly Bareño, Ricardo Estupiñán, Javier among others. With them I made several trips because I think I was like the group's pet, I was the youngest and everyone took care of me; I always remember them with a lot of love because the Colseguros family saw me grow in the most important stages of my life. Because of my different jobs, I had to connect with all the departments at the CORREDORES BOGOTA office, the biggest one in the whole Company at that time, and managed by Dr. Marta Lucía Vallejo and followed by Eleonora Rossi, Mauricio Rodriguez, Luis Carlos Zuluaga, Yolanda Ardila, Gloria Amparo Rojas, Luis Manovacia, Irma Silva; secretaries: Katia Quintero, Manuela Salamanca, Claudia Rojas, Gloria Diez, Cecilia, Aurorita, and much more. We always made jokes with my colleagues, but there was a professional working group that always kept us in the first place of production.

The people I remember: Cash Flow Department: Luz Marina Forero the area boss, where I made friends: Sonia Orjuela, Diana Jimenez, Elizabeth Vanegas, Nadir Vargas; in Finance Department: Celina de Castro, Juliana, Maria Eugenia Peña, Lucia Beltran, Yolanda Cantor; in Unit 1: Jorge Diaz, Noemí, Yanira Cepeda, Luz Miryam Alfonso; Unit 2: Mario, Liliana Gomez, Nora Londoño, Cecilia Urquijo, José Luis Ojeda; Unit 3: Ana Carmen de Torres, Mechtild Corredor, Soraya Giron, Rocio Peñuela; Unit 4: Carlos Lazcano, Elizabeth Zuluaga, Gladys Perdomo, Carmenza Cuervo, Jose Manuel Riaño, Gustavo Sarmiento, Nelly Bareño; Technical Direction: John Silva, Carlos Mauricio Celis, Ricardo Estupiñan, Lucero Poloche; Health Department: Oscar Giraldo, Rocio Vivas, Johanna Hoyos; Systems Department: Hugo Rojas, María Teresa Valbuena, El Chamo; Files Department: Marisel, Dominga Cafeteria: Glorita and Ofelia. On my way to success I met my Team in Central Regional branch directed by Jorge Perea, Henry Montenegro, Gloria Suarez; my team: Gloria Cardona, Janeth Sanchez, Angela Sanchez, Patricia Pereira, Henry Perez, Ramon, Carlos, Diana, Johanna, Yanci, Ana Maria, Julio Mario, Edna Rocio, . I met so many people that I would like to name them all, but it is impossible for me.

With the majority I shared a lot of my time learning and teaching what I learned. This is a key to succeed in our lives: spreading knowledge - This is what I call the learning cycle. Once you are a student, eventually you become a teacher. I believe that saving information for oneself is sinking into absolute ignorance, so, the more we share our knowledge we will build a better future for the humanity to come.

Within this experience it is worth mentioning the case of Dominga Sandoval alias Domingol. I remember that Dominga was working at the cafeteria in general services. One day I told Domingol, why she did not prepare herself to work at an office – indeed, in our office. She looked at me terrified and with a face like she was thinking. I told her, look Domingol, nothing is impossible in life and I am 100% sure that you will achieve it. You must start by finishing your high school studies and then, continue studying and you will achieve this. I think

this conversation was sounding to Domingol and immediately began to study. Whenever I saw her I encouraged her, and I told her almost Domingol, you are nearly there; you will see that it will be possible, never lose your hope.

Sometime later, she graduated from her studies and applied to work in our office. Domingol was already part of the payroll of this great organization COLSEGUROS ALLIANZ; I know she started to move up and did his professional career, she got married, she had children and she has her own apartment. I was always very proud of her and that great goal achieved. The fact of being optimistic, should be contagious with others, this is an example about how a simple short conversation that you could dedicate to someone; a kind word, a nice smile or a simple hug; it can change the direction of someone's life; their way of thinking and make them imagine in just few seconds; a future that sounds unreal but that in a short time, you could make it true. This is related to optimism and personal improvement, where we are all causative actors to spread and transmit all of this.

I worked 12 wonderful years in Colseguros today Allianz Colombia. Starting as a courier at my 17 years old and ending as the Central Regional Technical Director at my 29 years old. At that stage I have already built the strong basis for my future. I learned from start to end about the whole Company's process; I made part of Reengineering and Benchmarking changes and all this knowledge had given me all the experience and capabilities to be able today; to lead my own organization towards success.

I was also part of the Colseguros Re-Insurer; where I met Hernando Arevalo, Claudia Liliana Maldonado alias Clau, my great friend of soul, Maria del Pilar, Ruth Neira and Jaime alias el flaco. This stage was as much wonderful as all my other stages of my life - I can't complain about any of those.

Many experiences I had lived; including office's fusions within the Company; but always positive and happy to be helping to the

organization's growth, which was helping me to grow myself at the same time. It is important to note, that I always worked here like I were the owner of the company – for me it was awful to waste even the paper. We started a Recycling Campaign which did not exist before. I always saw people who were unconscious about this situation because it didn't cost anything to them, then, they did not care about the waste; however, over time, seeing personnel's reduction; I think people acquired a little conscience; due to, it is difficult to get people to put themselves into the shoes of a company that gave us everything and what were we giving?

Let's all help to build a better future for the company where we work at; because it will help us to build our own future.

After I worked at the Colseguros Reinsurer Department, some changes came into the Company, and I was promoted to Chile Avenue Branch; where I met Sandra Botero my new Area Manager boss. I met there many more people: Martha Marciales, Nora Leyva, Patricia Perilla among others.



During this period, I finished my university career at the Politecnico Grancolombiano University Foundation - 5 years of hard study from Monday to Saturday.

Working and studying full time and dedicated exclusively to meet my goals; I did my Post-degree in Financial Management at EAN University together with Clau with whom we share this wonderful time. We travelled to Paris, Versailles, Brussels, my first trip to Europe in 2002; we visited many places, we laughed so much. It was a dream's trip, with one of the people I love the most; and with whom I keep an extremely strong tie; and that for some reason I feel that it will never break.



On this trip we had the most expensive coffee and spent one of the most joyful moments of our lives. We laughed like never ver. We did not ask how much it cost, but we decided to warm up a bit of that cruel winter of December 2012. When we went to pay for the two black coffees, the bill was around 12 euros; we really went into shock but laughing. WOW what expensive these coffee shops in Paris. Unbelievable; you should have seen our expressive faces!! Oh my God, so funny!

We walked all around the city of Paris; we went to all the popular places: The great Eiffel Tower, The Louvre Museum, The Sacred Heart, The Artists Square, The Arc de Triomphe, Notre Dame, The Champs Elysees where we found an amazing place called



Monte Cristo. We were there, and we danced salsa until the point that they gave us free drinks for dancing. What such times! I remember that the first time we went to this place to dance, for some reason we found out that before a certain time it was a Restaurant, and if one was inside before the time of dancing – 10pm, then, no need to pay the ticket that was 20 euros. One day we went in for dinner, and we continued to dance; all for the same cost, what a delight for a restaurant bar.

After all the adventures in Paris, we went to Brussels, the capital of Belgium; where we could also laugh with Clau again, but a little bit more than half an hour watching a shoe showcase; the most exaggerated thing in this world. Giant boots with platforms never seen, but of course nowadays they are normal, and they are everywhere, but for our time good for our taste rather; the truth is that you can't imagine how we enjoyed our trip with laughter.



Once we finished our trip, I returned to Colombia and Clau stayed to continue his work trip with the Reinsurer in which she was working at that time. Apart from this short but substantial journey home; I also achieved the level of English required, I bought my first car, my first apartment, my trips to Brazil, the United States and Europe, my first apartment, then the best car I had always wanted and the most difficult thing to achieve - to be Director in Colseguros Allianz; it was thanks to the opportunity that one of my great bosses of the time gave me - Carlos Mauricio Celis; who saw my talent and believed in me, giving me this great opportunity which was not easy to achieve. Anyway; all these achievements were made thanks to my effort and perseverance to get ahead and to the help of this spectacular Company.

Everything was clear to me, my goals were:

- To finish my university career
- To get promotions in the company until I became a Manager
- To buy my apartment and have enough savings to help my family.

All situations always have a reason that means to be, and well, I needed to do all of this, according to something; In my case, my family is the centre of all this effort. For all people that knows me, it is not a secret that I come from a simple and humble family. I am the youngest of six children Marleny, Edilberto, Luis (q.e.p.d), Pedro, Stella and me. We all had an independent life, trying to succeed each other separately, to be able to have a good future together.



Things are not so easy when we are short in money, but when we have the talent to make friends everywhere, I think; it takes us wherever we want. We have all done this in my family, and I think we all have achieved it: to reach at a point of success, thanks to the ability to meet people and make great friends.

A friend opens doors to you, so, let's be always kind and let's know each other. Let's open ourselves to the world that, from the security guard, the cafeteria lady to the president of any organization, are equally important. All of them open doors to us, when we need it.

For example; a security guard, already knew me and whenever I needed a parking lot he always had it for me; the lady in the cafeteria was always attentive with a coffee and a cheese, empanadas that I loved. Sometimes we forget this lesson of life and many people look over their shoulders forgetting their own past; so, don't try to be good; let's always be good with others. I want with all what I'm doing, to generate awareness that we must be persistent but clear with our goals or objectives. I am so sure that if everyone knows exactly what they want; they will achieve it and that is the secret. Let's sit down for a moment, let's put everything aside and let's think about it: what do I want? What is my goal in this life? What is the reason for being? Where do I go? Where do I want to go?

If we write this, and we can define ourselves; I am sure that there will be many answers and new outlets for those who at some point in their lives have felt stuck.

Note that there are short and long-term objectives; it is discovered over the years and the fulfilment of those short objectives. After knowing the first stage, then comes the projection of how I want to see myself in 10, 20, 30 years.

And from here my book emerges; how to do it.

It is never too late to start because the beginning of something is the first step to reach a goal. Please stop for a minute, let's plan, that walking is the way to go forward, and the one who runs too much can

fall at any moment and the blow can be so strong that it can leave us handicapped; so, let's listen, because this new generation wants everything now, immediate and easy, and that is not the idea. We must build solid foundations for a prosperous future.

Since I was little, I have projected everything; I set goals to finish my career before 24 years old, I got my apartment before... Etc. etc. I have planned everything, including my retirement from the company; I organized it 1 year before making the decision and I did it at the time I was best. I have always thought that one should make change' decisions when one is well, and not to wait to be in the worst scenario to change.

Within my funny and crazy memories experienced in this wonderful company COLSEGUROS ALLIANZ, it is worth it to mention, the crazy things we did in the middle of so much hard work that always existed. One day while I worked at the Unit 4 Department; after 5pm, sometimes we stayed ahead of work with Gladys Perdomo, Elizabeth Zuluaga, my soul friend, whom I will always have present in my life because she has been part of each of my stages in life; and Nelly Bareño – the crazy one.

One afternoon I discovered that Nelly had hidden my jacket; then, I decided to take her bag that looked more like a travel bag, with everything she had on it. Because I did not find my jacket, I decided to start taking everything out of her bag, and leaving one by one thing, on the floor throughout the office: inside, she had from keys, lipstick, sanitary towels, varnishes, cookies, documents, even a pet I think I saw ha ha; and every time I took something out of her bag, I laughed loudly and alone. As they did not see me through the divisions of each desk; Nelly shouted, "Willy, why are you laughing alone? And I said about nothing really ... You should see me... When she got up from her desk and saw all her belonging lying on the floor throughout the office; she got up immediately and took her red lipstick and started running around, trying to get me, to spread ink in my white shirt I was wearing that day.

I started running around the office and in the midst of running and laughing I stumbled upon Dr. Eleonora Rossi Administrative Manager of the time; and she exclaimed: hey guys what are you doing! We were shouted by Eleonora ... Dra! Dra! Nelly wants to smear lipstick on my shirt! I exclaimed in the middle of the excitement ... Guys do not play like that! It was the doctor's response, what a laugh! We spent some incredible times ... Instead of scolding us, she told us to play differently hahahaha that was what made me laugh the most.

I almost always arrived first and very early at the office, to have my work up to date and without pending. Sometimes when I finished my things very early, I had time to bother and make all my officemates laugh on the 4 floors at the CORREDORES BOGOTA branch.

Sometimes when I came down the stairs and saw Glorita coming or suddenly Ofelia Q.e.p.d. (the cafeteria ladies) - I pretended to be the one who was going to fall from the stairs and I hit hard on the floor, so that they would be frightened ... Indeed, they always got scared and everyone died of laughter every time I did it.

Another day while I was sitting in my cubicle of Unit 4 Department, recently promoted to Evaluator, Ricardo Estupiñán approached me while I was talking on the phone with Maria del Pilar the Analyst from the Broker Centurion a large and important insurance broker at that time.

My position at the desk was like that, of a whole lazy manager talking on the phone with all the confidence in the world - the truth is that I was working hard, but I was relaxed talking to Maria del Pilar and I was getting to know her, I was new at my job and practically, I was breaking the ice. Richard came up and with his hand he touched my shoulder saying: William excuse me for a moment ... I turned to look at him and I said: Hello Richi, what a pity, a second Pili! (Maria del Pilar – short name to say)

Richard asked me for some reports from the Technical Department and I passed them on. Five minutes later, Richard again returned, he

touched me on my shoulder and I turned again saying Richi .. Ok, of course, if you see, this is what you need, blah blah, etc. I continued with my phone talk, which was more an introduction of myself and I was more confident ... 10 minutes Richard appeared again and so twice more ... On the shoulder ... William ... blah blah ... After about 5 times ... I turned my back and continued my talk of confidence, but my body position, I was reclining on the chair in almost lying position with the phone in my ear and in a total confidence reaction of myself. When suddenly I felt again a hand on my shoulder and, this time, I didn't turn to look at; I simply with my hand said wait a second. Again, hand on my shoulder and I replied with my hand without looking at; wait! Third time! Hey Please wait! ... Finally, I turned to look at, and it was Dr Sergio Lopez the new Administrative Manager of the time. I almost died: Dr Sergio what a shame, how embarrassing! He answered to me: No William, calmly, I'm sorry to interrupt you, I need this urgent matter if you can help me please. Before, Dr. Sergio apologized for interrupting me; Ah? What embarrassing! and what a laugh also because it was very funny; but not so funny if they had caught my attention. There were many wonderful experiences in this era ...

At the end of the year's parties, I always won something so, in one of them, in the middle of about 1000 employees, that day, I remember that they were already raffling a big prize, when they went to say the winning number; I immediately took out my ballot in my hand, and I decided to go directly to claim the prize. It was incredible because I did not hesitate a second, I was sure it was going to be my number; it was like magic; and while I was going to claim the prize people looked at me, but even more, the person in front, who was going to announced the winner; she looked at me shockingly; since I was going straight towards to her, to claim the prize; when she announced the winning number; at the same time I arrived with the respective ticket. Even I was impressed because I was the winner. Wow! I was just joking; I do not know the other people what they could have thought, but I thought it was a dream; the truth, it was like a movie; but I have always thought that we all have gifts that we should explore and exploit. The mind is very powerful, and I think that if we manage it and know how to use it; we can do great things.

After having worked several years in CORREDORES BOGOTA Branch, and having been promoted several times and being in the COLSEGUROS REINSURED with Clau, Pilar, Ruth and Jaime I was promoted as Evaluator III in the office of Calle 72 Avenida Chile.

I met more people there, and even though it was for a short time, I have to tell you something that, you won't believe I am ashamed for, but at the same time it makes me laugh a lot; and because of the suggestion of my friend Gladys Murillo to include this part; here I tell you what a crazy day happened.

One sunny day we were working hard as usual, and I had finished my urgent things, all done; I had some free time and like always, I made laugh everyone around me. I think in seconds of laughter I went crazy. They were with me: Martha Toro, Gladys Murillo, Libardo Bernal, Pilar Zapata, Sandra Bernal and others that I do not remember at this moment. In the middle of the disorder I was causing, let's say this way, I went to the office of the Manager at the time, I won't give the name.

He was not in his office, so I took the opportunity to imitate the manager and for clowning; and for making others laugh; I took his Coca-Cola soda, sat on his chair, crossed my feet, put them on his desk and pretended, he was going to take his soda (I was imitating). I did not realize that the lid was half open and I rubbed the soda on my entire white shirt; obviously I returned everything to the bottle with everything and drool; I closed it well and cleaned the Manager's office with the first thing I found before the liquid dried; and the only thing that was there at that moment, was the Manager's jacket - I'm sorry there was nothing to do; I tried to leave everything in order except for a report that I had made and that was completely wet in soda. Everyone could not laugh more like crazy, and Martha Toro didn't do anything but scream with laughter and because she was very white, she put on red colour, and everybody couldn't stop laughing. What a shame.

In seconds, the Manager arrived smiling and laughed, even more at seeing them all laughing, and well; I can be discreet easily, so, I was the only serious and pale to see him so fast.

The Manager told me: and why is everyone so happy? And I said: No idea Dr. I was down, and I just entered here. He said well, good. And he sat quietly, leaned back in his chair and began to drink his Coca-Cola soda while everyone outside laughed without stopping. God! What an anecdote! Yes, I know; how miserable I felt. But after the nerves, this story was among those present and I hope the Manager who certainly lasted a few months; I did not know about my devilry. While I am talking about a devil, I want to mention another one of my innumerable events, from which it is important to learn, that with a positive attitude towards any event that happens to us; we can change the result that suddenly nobody would ever expect; let's see what this is all about.

One night of rumba, we went out with one of my former schoolmates Diego Gomez; back home at 2am behind the church of Lourdes while I was driving, I had to slow down due to the number of normal gaps in Bogota. By turning slowly to the left and with my window completely down; a guy with a gun, approached and wanted to rob us. It looked like a movie because I started the car immediately I saw him, but the thief was able to get into the car through the window while I was driving, but the guy put the gun into my waist and told me to stop or shoot. I answered: better to call a friend? Like the program of who wants to be a millionaire, Hahaha. In conclusion; He took my car, but we went out of the incident unscathed. I had to stop, the guy got off pointing the gun at me; in two seconds without realizing it, I took my home' keys and my cell phone that were at the foot of the handbrake and radio controls, where one usually leaves things at hand. Immediately Diego a little pale reacted and he asked me how I was, I told him that I was very well and thanks blessed God, we were alive. That was the most important. Diego asked me: what do we do? Your car! I told him cool nothing has happened; the car was stolen, but now I'm going to get a new one, and zero kilometres. I really like cars and I really wanted to have one zero kilometres; so immediately, I made the police

declaration and started my new car purchase process. That's the attitude. I was not going to get tired of thinking that I had been robbed, what I'm going to do, why this happened to me, etc. I really took it well and turned it into something positive that was going to favour me in



the middle of everything and I went ahead. The best thing about all of this, is that after 15 days they caught the thief, recovered my car and gave me the part deductible that I had lost. And yes, ladies and gentlemen, I got my car zero kilometres that I wanted.

We must change the negative in positive because those things always happen for a reason. Let us not wear ourselves down thinking about and lamenting the facts; we must move forward and evolve. From each experience, we must learn that it will help us a lot in all aspects of our lives.

In my final part of work in Allianz Colombia, I worked closely as Regional Central Technical Director with Gloria Suarez Manager at that time, Jorge Perea the head of my boss and with Gloria Cardona my faithful friend and Area support with whom we did a super team, working alongside great and efficient collaborators. I was in charge of more than 40 people reduced to 22 in less than 6 months.

The company made strong changes required and began to do immense work of reduction processes in which I was the leader to reorganize the new structure coming into it.

As I had already mentioned before; I projected my departure 1 year in advance; I started working on it and I did it. As the processes had been improved and the structure was ready, I took advantage of the moment and I spoke with the Managers to whom I expressed my desire to study a master's degree abroad and to reinforce the level of English I had



learned in the Company. They analysed my case and approved my exit. It was hard to leave the family that saw me growing up, but it was a wise decision that opened doors to the future that awaited me anxiously.

In this stage I left two families: my own, because I bought my apartment and from there I moved in - it was not easy being the youngest of my house and leaving them all to continue growing - I had to move one day that there was nobody at mum's house, neither my mother nor brothers, because that would hurt more; so good I said goodbye and left part of my heart in the Santa Rosita neighbourhood house and at the same time I said goodbye to my family COLSEGUROS ALLIANZ, because I saw that there would be no further progress in the short term and I of course wanted to grow more every day. Thank you, all Colseguros Family, for the knowledge acquired, for the experiences lived and for had been part of my process. The company supported my decision and I achieved a good negotiation for my new stage.

In this interim I went to United States of America to visit my cousin Lili Acero, her husband José and their children - my cousins Alex and Yvinson. It was a fun time in the circus where they worked, and I even dressed up as a clown how funny it was. I think nothing makes me ashamed despite of being shy - although you don't believe it, I am - well, very deep down, but I do have my shyness.

I had been in the circus for three days and I already felt that I was not doing anything so I told my cousin to please talk to the owners of the circus and tell them that I wanted to help at least do something while I was there; then, they told me to work at the entrance, receiving tickets to the inflatable castle an attraction for the children. The truth was, that I didn't have to do much really: connect a hose that inflated the castle, and ask for the entrance tickets to customers, that was all. The first day at work there, came across a man with his two children a blond boy around 5 years old and a little girl around 1 year and a half I would say. While the children were riding in the castle, he greeted me and told me that if I spoke Spanish and well we talked in 5 minutes with the gentleman Mr. George Arevalo who asked me what I did back in

my country and I told him that I worked at an insurance Company. He then asked me if I knew about car insurances issue, and I told him of course I do. He gave me his card and told me if I wanted to work with him then call him; and well, the next day I did it, called him, and we were already on our way to another destination city for the circus, about 12 hours away. I organized everything with my cousin Lili, I told her the situation and she was surprised how fast I got a job.

When I confirmed, George told me that there was no mess to take a bus, he gave me the description, place to go, and time of arrival and he would pick me up at the respective station. That's how it was, and it arrived at around 12.30am. There was George waiting for me at Columbus Georgia Bus Station, and once he asked me if I drove and if I had a driver's license, to which I replied that of course I



had; then, outside the station he gave me a truck to drive it, to follow him. I started working with George for a short time in his business, buying and selling cars. He was married to a very beautiful girl but unfortunately a drug addict; which is why he was the one who took care of his two children. I helped him with his business, to organize it a bit more; I took care of the children and even cooked; because the truth, thanks to my life experience as a child and my mother and sibling's education, I learned to cook, and nowadays I can do everything and defend myself.

George paid me very well weekly; I had the car I wanted, I did not pay rent or food and if I wanted to go somewhere out, George gave me money to go out and not spend my savings. All I got from salary was to save it, so, I managed to save good money in those three months I was in Columbus Georgia.

George was a great person and I promised him we were going to be friends forever. He wanted me to stay longer, but by tradition every December of each year, I have always celebrated Christmas and New Year's with my family. I returned to Colombia after three months; George told me to come back, that my job was there, and I told him that if I did not get a job in my area, I would go back; However, as soon as I arrived in Colombia I had several interviews and accepted an important position in another Insurance Company called Generali Colombia.

Sadly, I did not return to work in Columbus Georgia with George, but I kept my promise and visited him on several of my trips around the world and coincidentally, right now, I'm on my way to visit him in Florida where he lives with his wife Nora and their children. What's more, I'm landing on flight UA11258 with enough turbulence to the city of Miami. With the recent news of plane's crashes and the whole issue worldwide; the nerves of traveling are getting higher each time. I do nothing but pray every time the plane moves and here between lines, believe it or not, while it lands, I am praying at the same time.

Well, here I am again today, April 21, 2015 in Bogota at my sister Marlencita's house, it is 12.44am and I have finished working because I am in connection with my main office in Australia. My responsibility has no limits because the truth I can't rest if I know I have an important email or pending responses. Let's continue the topic of my return to Colombia after a little more than three months in the United States. Working in this new company Generali Insurance, I managed to further strengthen my knowledge; and the best part is that this experience gave me the opportunity to meet more people and position myself a bit more in the insurance market. Unfortunately, the manager of that time did not like me very much and we did not really make a good team, so before my holidays I received a call from my friend Liliana Mora, with whom we graduated from the University and with whom we worked on our degree Project and thesis. Lili was living in Australia and told me that she knew that I wanted to do a specialization abroad that she was in Australia and worked with her husband in their own agency and that she could help me with the paperwork to go and study there. I did not

doubt it for a second and I made the decision to leave my country in the best of my moments. We did the process of going for three months to see if I liked the country and see the possibility of studying a master's degree.

That's how it went; we did the paperwork with eyes closed; Lili helped me, and I got it, Australia gave me the Student visa. When I went to buy the ticket I spoke with Lili and I said: well I already have the visa; now it's just buying my ticket to Sydney, right? When Lili tells me no William you are going is to Melbourne and I almost hit the scream. Ahhh? What is Melbourne? At that time my mind was centred that Sydney was Australia and even more ignorant I didn't know that the capital was not this city but Canberra. I was very scared because I had in my mind that one should study in a capital city or the largest city if possible; for stability effects and professional strategy; even more in a city like Sydney. I crossed myself and said: If this is what God wants for me and if Melbourne is my destiny, it's done. So, it was like that. I started looking for accommodation online and I got several options; one of them was Mr. Rob Allan Black alias Robbie. Before continuing my story, I told you that I am on my way to Montreal, today May 10th, 2015 Mother's Day.

Sadly, I am once again leaving my beautiful mother, brothers, family and friends in general. On this trip I remembered things that I forgot to include, but thanks to the contact with my great friends of all my life; I have returned in my writings including important moments that I had overlooked.

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What it means to be yourself?

It's being weepy

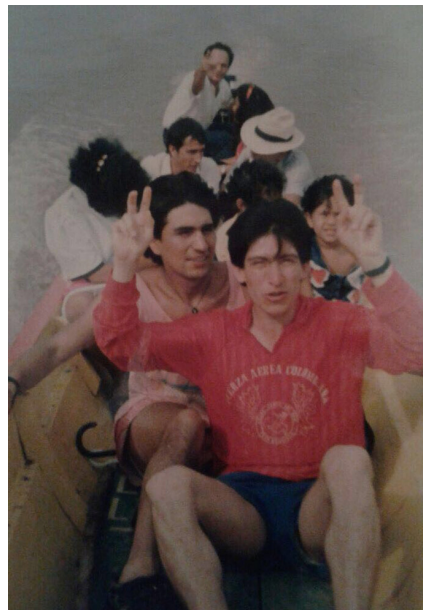
It's being smiling ...

It is a human being.

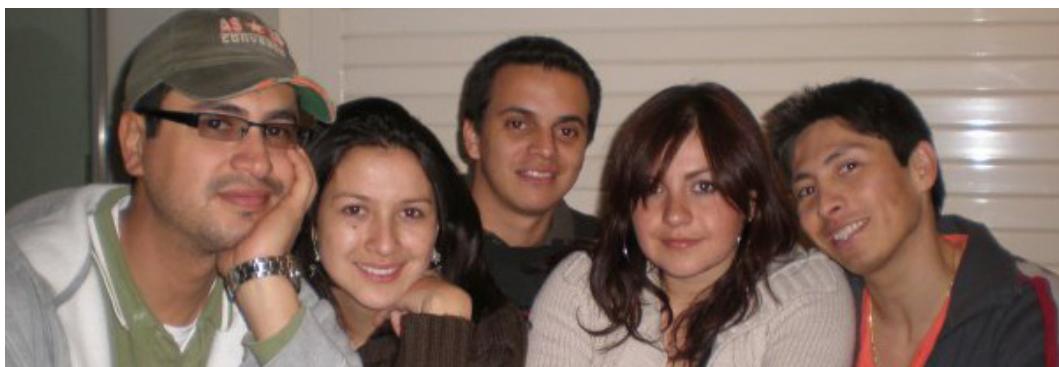
Cry and laugh ... Be Human !

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*Willmore*











# CHAPTER 3

## GROWTH STAGE



**From my 31 years to today  
revision of objectives, results to the effort of my 30 years of life  
and definition of lifestyle.**

Several people asked me what the reason was to leave the country to study in Australia having a good job, comforts; in short words, I was very well economically and professionally. Despite all this, I have always considered that one must make the decisions in the best moment of our lives and do not to wait to be bad to do so.



You not only learn from your own lived experience, you also learn a lot in observing the environment and the other's lives. I always stopped to see other's lives; I watched and decided: I do not want that to happen to me, I would like that to happen to me, I would not do it that way; etc. I always planned things well, so they would turn out well. I have been methodical, and I have always wanted to go directly to the goal. With clear objectives in mind, and well directed towards what I want.

For all this, I sold my car and with some savings I had, I paid my English course, the process to go to Australia and my travel tickets.

I had something very clear and my goal was to specialize my English and to handle it 100%; although you won't believe it, I keep working on it, and I also wanted to do my masters wherever possible: USA, UK, Australia or Canada; I had that very clear.

In Australia I only knew Liliana Mora, my friend from the University with whom we graduated and did the thesis. She was the one who put the idea in my head to come to Australia to study and well I did and here I am.

As I mentioned in my previous chapter, during the process I had no idea where or what part of Australia I was going to; because everything was done by Lili. When I exclaimed a little worried about the city of Melbourne, Lili explained to me that this city was very important and that I did not need anything to worry about.

I always had the idea of going to capital cities and oh surprise Sydney was never the capital city and Melbourne was. See, then, what a surprise. Nowadays and for the fifth consecutive time, Melbourne is still the number one city in the world with the best quality of life. What a coincidence, I've always liked number one.

At that moment I said: If this is what God wants, and if he sent me to Melbourne it was for something. Blessing and forward. On the way to Melbourne, leaving Colombia on August 29, 2005

As I had said before in previous paragraphs, I was looking for accommodation, but my agency at that time had me already an option for two weeks while I was in Melbourne; then I decided to take that option and when it arrived it happened:

I arrived in Australia on August 31, 2005 with my classic way of dressing, glasses for the computer, absolute innocence and with the same heart and courage as always.

Lili met me at the airport and took me kindly to her house and from there at night to the Australian accommodation in Brunswick East; where I was for exactly two weeks. That same day, starting class it was something very fast and I had no idea of the time - having 15 hours difference in time with Colombia.

In that week I had already made contact with Rob alias Robbie whom I met looking for accommodation over the internet. After many contacts, finally Robbie one day came to visit me at the house I went for 2 weeks, to coordinate the subject of accommodation at his house. He picked me up and we went on his Van; it took us about

1 hour and a half to get there, and I said Wow this city is very big. Robbie lived in Frankston now I know why we delayed so much.

When I saw that Robbie lived so far away and I studied in the city, I told him that it was impossible for me to live at his place because of the distance; I was studying in the centre of the city. Robbie told me that he intended to move to the city; then, he proposed that we should look for places around and rent a house near the city for both of us and that's how it was. We went on a search and the first house we saw, it was in Flemington; we saw many more, but from the beginning I liked this house and at the end we stayed with it.

After spending two weeks at the homestay, a friend of the owner of the house whom I liked to dance salsa, days after, she found out about me and because I am a Colombian, she deduced that I danced, so she invited me to go out to a Colombian salsa bar - The Colombian House in Albert Park, in front of a huge beautiful lake; by the way, it was a very nice place with a spectacular view.

When we started dancing, the owners of the bar saw me and came to greet me and offered me to work with them. Thanks to the talent and passion for salsa I met many Australian and Latin people. Aydee Marlen and her husband Jose, opened the doors of their house and offered me to live with them for two weeks. We made a deal that I worked for them at the bar on weekends for \$ 50 and I helped them with household chores and cooking in exchange for rent and food. After two weeks with



the Ciccía family including Silvana who had been second in Miss Australia, Maria and Victoria the little girl of the house; I decided to move with Robbie to Flemington; the house they approved for us and where we lived for 10 years and a few months more.

In Flemington, I began my journey in Australia; studying English at AMES International, one of the best institutes of the time. I took the English test and got in Upper Intermediate; I came to Australia just for three months initially, because my visa expired in January 2006. My life was focused on learning English and the best way, it was meeting people; I think that after a month of being in Australia I no longer had the capacity of memory in my cell phone to record more than 100 numbers, so, many of them I had to write down in my personal diary, while I bought another cell with more memory and I was able to record 200 additional numbers; and yet I did not manage to include all my contacts - what a laugh. Robbie always comments that he has never met so many people in his 100 years of life oops! Not so many I meant in their years of life, compared to me in a month in Australia. I have always considered that people are one of the most important resources of our lives and therefore we must always learn and know how to deal with all the different kind of people we have around us.



The knowledge of people - who can open new paths for us and why not change the course of our lives. All people are important from the lowest level to the highest level. Indeed; there are no levels; we all are equal. We won't never know what tomorrow will bring us and we will be able to find different scenarios; So, never underestimate anyone because the way and the future are uncertain. In my English school I met many Koreans, my great friend EA from Thailand with whom we are still in contact and whom visited a few years ago at her hometown Bangkok; a few Italians and people of other nationalities with whom I enriched my knowledge about other cultures and customs. In my free time I dedicated myself to go out with Lupita la Peruana, my friend of the soul; we went to rumba healthy because I don't smoke, and I don't spend money in alcohol; I invest it in water or orange juice. We went out dancing from Wednesday to Sunday and in those places, I was able

to improve my English level. With Lupita we spent the best moments of our lives, we laughed a lot, we were accomplices, we walked, we shared moments of sadness and joy. She has always accompanied me at every moment, she even gave me remedies when he got sick, she didn't leave me alone and she even risked getting the flu just to take care of me. Today, I am still doing Peruvian home remedies and it is very aware of me. Thank you, Lupita, for always being there, I love you very much.



At the La Casa de Colombia bar and restaurant, I met Alex Hernaut today one of my great Australian friends; I made many contacts at each party and everyone knew of my Colombian salsa steps. Together with Lupita we spent our lives dancing. Sundays were one of our favourite days, it was salsa day on the beach. There was a Latin bar called “St Kilda Sea Baths” where I met my great friend and Thursday’s dance partner, born in Taiwan and today Australian citizen - Sandy. With her, we became the salsa dancers on Thursdays; we went out and we continue to go out on this special day; that is when they open our favourite place called The Spot - today they changed the name for La Tromba.

I remember one day, being in “St Kilda Sea Baths”, a group of Australian guys approached me and half timid they asked me if it was possible that I would give them some salsa lessons, and because I had never done anything similar in my life then I felt sorry to charge for something that I liked; I don't know I felt strange, but well, at the end they convinced me and I started to teach classes to: Rob, Emily, Chris, and three others who do not remember the names. They were 6 and they enjoyed the classes very much and they learned to dance salsa. I also gave Rob a Spanish lesson, very smart indeed because he learned very fast. At the same time, I taught Spanish to several Australians, which

helped me with my personal expenses. I think I always took the time to work and save money which I have done since childhood as already know by this writing.

After my initial journey through Australia, having spent three months meeting Australian people and practicing my English; December was already approaching my first Christmas away from home; However, I had one-way ticket to Colombia for December 12, 2005, but I still didn't have any return ticket because I didn't complete the money to return if I was going.

I needed a miracle, and I was crying because I was missing my family, and well, our Latin blood at Christmas time makes these special dates been to celebrate with them. Asking for the miracle, in a few seconds "the miracle" was coming down the stairs; it was Robbie with his credit card in his hand; He suspected something wrong was happening to me, and I didn't want to tell him anything; He lent me his credit card and thanks to him; then, I could go to visit my family and spend that Christmas



time in 2005 with them - what such happiness. Obviously, in a short time I paid Robbie whom I would never have how to thank him for his unconditional support here in Australia.

I travelled to Colombia, I was with my family at Christmas and New Year's and I returned to Melbourne in January 9, 2006.

Over the months and with the few Latin students living in Melbourne, including some Colombians I knew, we create a small group with Gina la gordis, Yaleni, Paola, and Lupita from Peru who became my best friend in Australia and with whom we lived many adventures in our single life.

We always met, we did activities and had a great time together. We created the Café Moreno dance group and I started teaching salsa classes at the University of RMIT. It was an unforgettable time; my first summer in Australia and my first semester of Master of Commerce. Here my activities in Australia begun, to work hard, to save money and to pay for my remaining three semesters.



Within my labours in Australia, I did:

- Salsa Classes and dance in general
- Spanish classes
- CD sales in Bourke St
- Thai massages
- Cleaning at night
- Washing dishes in restaurants
- Kitchen assistant
- Waiter

I don't know at what point I did that much, but I had my goals in mind and they were precisely: to finish my master's degree and to improve the English language, these were my priorities.

I worked hard, and I continue doing it to fulfil my goals and objectives. I don't stop planning and I continue fighting for what I want without leaving aside my personal life, from which I don't speak much, just a little in this book because I will do it in the second part, do not worry.

I know it is time now to start dedicating time to myself and focus on another very important part of our journey through this wonderful world and that could change the course of my destiny; but for now, I continue with this part of my story to not deviate from the main subject.



Starting the master's degree, I began to organize myself with my independent works, trying to survive and pay for my studies. I think sometimes that the Angels or forces that we do not know how to call it, wise and powerful energies, for some of us it is God for others it is Buddha, or why not Allah; at the end the almighty always helped me. Whenever I had any need, he always appeared in an impressive way. My Master's degree was very expensive, and I was already in my second semester which I paid with the sale of a house that I had in Anapoima Cundinamarca Colombia; but I kept saving and in the third semester I did not have all the money. I was supposed to pay the whole semester, but since I did not have it, I made a deposit of just A\$ 1,000 and the system let me register my subjects; trust me, I do not know how. Weekly with faith I asked our God, to give me work to pay for the University and I do not know how, but I did it.

I left work and I just closed my eyes asking with faith and things were given to me. The university never noticed or at least they never said anything to me for paying fees by instalments. I breathed every time I had to pay, hoping that the cashier at the university didn't tell me anything.

So, it happened: while I was studying the master's degree; my free times were to work as much as I could, but I had a lot of fun at the same time. I consider that whatever kind of work we do, and no matter how busy we are, we should enjoy what we do. By this way I overcame the sophism of cleaning. Me? That I had been the Regional Technical Director of Allianz Colseguros Colombia; cleaning offices? You are right; I did it, and I had fun as always; I laughed as I usually do most of my life. One day lifting a giant carpet, sweeping and mopping in a building on Williams Street with Collins St in the city of Melbourne, I stopped for a second, I looked around



me, there were many people watching me, with the energy that I was working and the truth, I no longer felt sorry for myself because I was in a country where nobody knew me, and I did not care about working as a cleaner because they paid me very well; so with my head held high and with a tremendous smile I said to myself: today I am here, but tomorrow I will be somewhere else. I am not going to stay here, this is like a passenger time, and it will help me to be stronger and to value every day the things that life offers me.

I was very sure that this work was temporal, and that I would not stay there for a long time. Between Work and university, I was already in my last semester of my Master of Commerce; when I didn't have more money to finish paying for the last semester; and well, the only option was to go to the international Student's Department of RMIT University where they miraculously awarded me a scholarship of A\$ 4,000 which it was enough to help me to finish my study.

One of my most decisive moments of my life came into my head, and well, I had come to Australia with my stated objectives and they were already fulfilled. I did not come to stay, I only came to study and improve my English, and I already did it; what do I do now? Reviewing my profile and looking at residency options in Australia, everything indicated that I had the perfect option, although some documents were missing, and with my studies and work experience I completed all the requirements for which I risked and applied to the Australian residence. In the meantime, I needed this plan to stay longer in Australia, to begin to locate myself in my profession and to continue planning the next 5 and 10 years. I had no idea what to do, but it was clear that I had to place myself at work in something closely related to mine.

In a matter of two weeks I applied to an insurance company where I went through all the selection and interview processes. It was a great experience for which I felt proud because that interview was between 4 people at a time, asking me several things at once, almost a full debate. Very interesting to be truth. After this, the decision was almost taken when they asked about my visa - I was still with the student visa as the

application to the residence was going to be after three months' time; concluding this part, they told me that they could not hire me for now until I get another visa; which it was understandable and reasonable; however, I left the door open and they told me to please come back when I had it.

The following week after, my friend Gina la Gordis, called me to tell me that she got a full-time office job; but that she could not work for two days a week and she asked me if I could cover her those two days, while she organized herself with her schedules and so on. Of course, I immediately told her that yes, I could help her with that. They interviewed me the following week and the Director asked me an interesting question: Do you consider yourself good for sales? My immediate response was: of course, yes, of course; I can sell you even a hole. This phrase in English can be a little confusing, but the Director smiled at me and told me that he could not believe that, it was really the best answer he could have received, and he could not stop laughing. Immediately he proposed me to work full time, instead of two days; he said, why not the whole all week. I told him that I was sorry, but Gina, my friend, had recommended me to cover her for two days only, and that I respected that situation, and I could not work full time knowing she also needed the job.

After all, the Director told me not to worry and that he gave Gina three days anyway as normal agreed, and he would be responsible for organizing the issue with her, and I shouldn't need to worry about. In that order of ideas, I accepted the work with that condition. I managed to contact Gina and informed her that please contact the Director to begin the process to enter to work as he promised half-time – 3 days; however, to the end I do not know what happened alone, but days later I found out that they never contacted each other and that's how the subject was.

I kept seeing Gina, she went to my office, we talked, and we bothered everything as normal. She was still busy at her work and with some emotional problems with her boyfriend at that time; to be honest, I didn't like him at all, but I accepted it as the boyfriend husband of my great friend.

Few months after; one day, when Gina was stressed and worried about her relationship, she called me to unburden, and tell me some details and events with her partner; and in the middle of it, she started telling me many things, among which she mentioned that I had taken away her opportunity to work in the office. I just got silent with my mouth open, and almost without speaking, I answered that the agency had informed me that she had never returned the calls to the Director, who was in front of me listening to the conversation, and then, immediately what I did was to quit my job and I said to Gina: I can see that you do not know me, and you know that I would not be able to hurt anyone; for this reason, I resigned in front of you so, you know. That's how it was, and I left.

The Director called me a little worried and told me to please don't give up; that he knew the truth and that Gina also, because she was aware of her other jobs that gave her more money, she simply did not accept that opportunity that I had taken with good will. In conclusion and considering that I had done the right thing, I decided to continue working in my normal tasks.

Months later, for things of destiny, and because I wasn't agreeing with some of the internal policies of this organization - I did not feel comfortable and I decided to make the best decision.

Immediately, I went to talk to the Director and told him; I have a good and bad news. The good thing is that I got the Permanent Residence in Australia, and the bad one is that I resign to my actual position.

I had made a business plan that they rejected, and I saw a good future in my ideas. I was honest, and I gave them my reasons for my resignation and at the same time I informed them what I had planned to open my own business, starting from zeros, without a capital; only with my knowledge.

I gave them some ideas, I proposed that we could work together, but the truth, they reacted very badly and the Director wanted me to disappear when I gave him this news; but I told him not to worry because they are a very large economic group with a lot of money and

that I did not have a capital and that I was going to start the project that they themselves rejected.

That's how it was, I worked for them two more weeks to get them up to date; I was very honest, and I did several businesses for them before I left. I did the report of my trip to South America, I gave them the results with a detailed report. I consider that I did my job well, and I was honest; since I have always acted with ethics and my professional principles.

I have always thought that the one who acts well; got results well. My theory has always worked perfectly, so I am a living proof, and I attest that it is true. Doing good to others and not wishing harm to anyone, I consider



are important qualities to consider in our day to day and thus attract the best energies; to be always in peace and harmony with oneself and with others.

In June 2008, I started this great project, the process and creation of my first company Will World Australia, which was born from my own experience in Colombia and in this wonderful country. When I arrived as a student; one arrives lost and with many gaps. I wanted to fill those gaps that I suddenly had when I arrived, and I imagined the best possible scenario of what I would like to have as a student when arriving in an unknown country.

Thanks to all of this, and to the Director of the previous company who didn't want to listen to my ideas – it is important to clarify in this part, that at that time, I wanted to manage all the strategic and marketing part of that organization, but upon receiving the negative; he put it in my mind: well, if they don't let me do this plan here; Why not do it for myself, if the projection was interesting? I think they didn't read the report and the projection that I had passed on to them; anyway, I decided to do it on my own.

Unfortunately, this organization closed its Melbourne office a year and a half after the opening of my office. Despite how badly they treated me; I was very sad at the end, because I never wish bad things to anybody and they; being such a large economic group, I felt that I was living the battle between David and Goliath; alive and direct. Any resemblance with the reality is mere coincidence.

Since I started my company Will World Australia Education Services for international students, I did it at once; creating effective and organized processes to facilitate the future growth of the organization.

I had to build very strong foundations; solid and stable, so that I always had to leverage itself without depending on anyone, or myself. I started to practice all my knowledge and experiences acquired in the past. I applied here, everything I had in my mind and what I had learnt in COLSEGUROS ALLIANZ and in Generali Colombia.



I was very excited that I was applying everything I had done in these organizations, but already done in my own company. It is amazing the feeling of sitting today in my own desk, working for myself, my family and the new generation. As a Business Administrator, and in addition to my work experience, I made the strategic planning, including the SWOT matrix, Mission, Vision, Objectives; until the creation of name and logo. In this last part, and as I love the design and creation of the image I made the draft and I described it to Jesenia Jiménez alias Jessy, who as a great expert on the subject, gave the final details, and designed exactly what I had drawn in my mind. Better it would not have been, the truth, what such a good work Jessy.

On the other hand, and as a personal experience, I tell you all, that I feel like when I was working in these large organizations. To be honest, I do not feel the difference, it seems that the time hasn't passed, and I get the feeling that I continue working on them, and I think the reason is because always when I worked there, I felt like I was the owner. That is the way I think it should be. If you take over your job or position, and you feel that you are working for yourself; you always will be successful, you're going to do things as if they were yours and you're going to take over so much of things, that you're going to ensure that everything always goes well. I believe that the key points of this whole process are centralized in some important aspects, that I relate below, and that gave me the basis to start a solid and projected business:

1. Application of my experience - Professionalism and Knowledge - Image.
2. The Organization in Processes.
3. Internal Policies.
4. Savings.

## **EXPERIENCE - IMAGE**

Knowledge and experience are crucial to the Organization's success. I was applying everything I learned in my labour life, into my own company. I felt very proud, and with step by step with more strength to carry out this great project of life. As for my experience, I believe that talking to a client with confidence, generates trust and tranquillity.

Whenever a client arrives sad at my office and leaves happy; It makes me feel that I have done my job; but well done. That is my goal - that all the clients whom seat in front of me, leave my office with a smile, that changes their day.

We all can transmit a good energy, and I believe that I have achieved it over the course of my days. The experience is linked to the knowledge, that's why, we should always be well informed and updated. There are many clients who can come to you, and they could even know more than you, because they have investigated and have already gone to different competitors before they reach you. For this reason, the experience linked to the knowledge and updating of information, can lead us to success or defeat.

A satisfied customer will always come back and refer you. This is a great strength that I consider appropriate to mention in this chapter, and that I can proudly affirm, it has been an accurate fact and part of our growth in Will World. We have grown thanks to our great work, experience and knowledge. We are always thinking of exceeding the expectations of our customers. All of them refer to us, and these referrals continue to refer to us.

This large chain of referrals is part of our growth and strengthening as an Organization. But all of this has been the result of a great work of years of experience and daily update; of recognition as professionals and good name acquired over the time; which has led to the consolidation of a great image in the market.



When I am referring to the image, it is not only to the mere fact of taking good care of the physical part; it is also about what do you project as a person and as a professional. Creating and securing an image is not in a day or in a month or in a year; it requires several years, even a whole life. There are hundreds of people with whom a businessman must interact, and each act will reflect the person you are. It does not mean that we should show a specific face; one must be oneself and always be identified in the same way. This is what I call the Unique Image. Our image is one for all people around us. Be careful, it is different the role we take, depending on each situation we live - the image must always be the same. The image represents: Trust, Respect, Protection, Wisdom.

At a party, in my personal case, I do not stop being who I am. I live the party as if it were the last one on this planet. I am intense, even when dancing. I give myself with passion, and that makes that every time I dance, I irradiate life and infect others to dance with me. Everyone knows me as a good dancer, but my image as an entrepreneur remains the same. I do not generate a stereotype, but I act depending on my role at specific moment; always keeping the same image. When I am at my office, I concentrate and focus on the case, and I look for the solution. I am direct and even a little grumpy, but at the same time showing my interest in the future of my client. I do not rest until I get the solution. All of this, it's part of what makes up an entire image. The set of roles that you represent in each aspect of your daily life; They will consolidate a single image. For example, there are executives, managers, board members, who never return a call; What image could this be? Something I learned from my bosses and especially from Dr. Marta Lucia Vallejo q.e.p.d. who was an impressive executive; I learned to return calls, emails and respond to the concerns of all the people who come to me daily. The way we act, interact or respond to others, will always reflect who we really are. In a few words, the image is the reflection of who you are.

## **ORGANIZATION IN THE PROCESSES**

To execute a task in an organized way will allow us to save administrative expenses - especially in terms of time in the execution of activities. If from the start of an organization's operation, we have a clear outline of how we are going to operate; it will allow the efficiency that we require for the operational management of any kind of organization: large, medium or small.

Every business has the need to create an organized database. Sometimes when we are creating a company we cannot imagine the magnitude of the business or its projection; for this reason, from the beginning, we must have prepared an entire scheme of customer's database, to avoid in the future our business gets out of our control. It is important to keep in mind that we will need relevant information for the creation of that database, which will be a solid base for our Client's maintenance.

As it is well known by many professionals over all in the area of Business Administration; the strategic planning is one of the key tools at any type of organization: Mission, Vision, Objectives, Strategies, SWOT Matrix, and other innumerable aspects, are essential for the creation, continuity and expansion of any business. For all this, Will World has been created with these solid foundations that have allowed to be always giving positive results and we consider to be among the best service agencies for international students with great image and solidity both in Colombia and in Australia.

## **INTERNAL POLICY**

Every organization must have a manual of procedures and internal policies that will serve as a guide for employees and managers. The establishment of internal policies makes people have their guidelines and delegation parameters that allow them to act freely to the maximum allowed, depending on the authority's degree. Internal policies make the risk of an organization healthy and allow the existence of the

organization. If there are no clear parameters of delegation, any person could incur a decision-making outside of their level and put at risk the image and capital of the company.

## SAVINGS

All the above are important aspects for the maintenance and operation of the company, followed by saving which will allow us to always have the necessary reserves for any unforeseen. Generating savings indicates that we are efficient with the expenses, since these two go together. By obtaining money to spare, we generate security and tranquillity. Saving is the basis for future success. To live owing money, could be a sign of inefficiency, but if we know how to manage credit, it could also help to the organizational growth - as long as we know how to give an adequate and efficient management to the resources we have.

Through savings, I have been able to acquire many things that I happily have today. With hard work and effort, you can always generate extra savings that allow us to achieve what we want. The university, a trip abroad, a property, etc. As an example, the house of my dreams; I always wanted to have a big house where I could share with my family, friends; and those who know me know that my family is big enough. I had to save two years to have the deposit of the house that I wanted.

One day I did my accounts and budget for which I organized everything before making the decision to go out and to see properties. One day, we went out with Robby and my niece Kelly to see properties. We went to the western part of Melbourne where some friends had recommended to have a look some properties; however, I saw that it was a little far; so, we decided to turn around and go back home in the same area. Rob told me there were some very nice houses in a neighbourhood around there in the west, called Williams Landing. What a great name, I really liked the idea. When we arrived, it was a complete neighbourhood of only display houses. We enter to the very first house, and the truth is that I am one of those who try not

to be surprised by anything; but inside of me, I was amazed with the design and decoration of this house. I immediately told Robbie - this is the house, I want this and that's it. Regardless, this will be it. Rob's response was: yes, of course, keep dreaming!

As I had planned and judiciously saved, it was necessary to be within my budget; although I had to save even more the truth, it was an organized plan. Once we left to see houses, Rob told me that I should see more houses and my answer was no, I already decided, and this is it.

We went out immediately to look at lots. It was true, Rob and Kelly were surprised because I said I cannot waste time, I want my that house around this area and because the house can be built wherever I get the land for such magnitude of home.

You won't believe me, but the lady who attended us at the Lot's shop, liked me; maybe she saw my positive attitude; then she asked me: what's your name? I replied I am Will – for William; Where do you work? I said In Will World Australia; she answered back to me - And you want to live in Williams Landing? Wow! Everything is about Will ! I felt a little egocentric, but the truth was that I had not been taken it into account. There were no more lots available, but she told me under secrecy, for this house we have only one lot and it has not gone on sale yet. She said, I like you and I'm going to tell you once the lot goes out for sale and then, you can deposit, after that, the lot is yours. So, it was, a thousand things happened in the process, I was denied twice the loan with my Bank (Bank 1) after having paid dues and so on, but I did not give up, I showed more income from Colombia and well look what happened.

In view of the denial of my home loan, because it was my first home and I own a business, it was not easy to get an approval. One day, I was making a deposit at another of my banks (Bank 2) where I have my business account. The cashier saw my details and asked me if I wanted a Home Loan, I opened my eyes and said yes of course; I have an approved home loan with another bank, but I have not signed anything yet - marketing strategy because as you know, my credit had been denied.

I was contacted with housing loans from this bank 2 and I already had every document ready. They did my analysis and I said good, but you were the one who offered me to take the home loan with your bank, I imagine you would give me a lower rate; effectively achieved a more competitive rate. I requested that they give me the pre-approved in writing and with this, I had evidence of a better rate to fight with my current bank. The next day I told my bank 1: hey Mr. Manager, I went to another bank 2, and they approved a better rate, and I need you to improve it. Obviously, I was asked for the support which I happily sent, and I achieved a lower rate including and of course the final approval of my home loan.

Days later, the bank 2 that had given me a pre-approved, sent me an email denying the loan since I own a business and it is easier to get a housing loan being employed rather than having a business. Where am I going to, with all this?

To tell you, that saving is very important because it will help us to be always in constant liquidity and achieve our short or long-term objectives. Additionally, do not beat; fight for your ideals, sometimes there are obstacles, but do not give up, everything is possible in life and things are given at the time they should be.

Please don't get into the comfort with phrases or sayings like: It was the destiny; why to force things, better not to do it – what for; if maybe it is not convenient. These phrases sometimes do not allow us to move forward. Let's be realistic, plan, organize things well, and never surrender.

Applying these four keys to success is how Will World Australia since its creation has remained at its point of balance and useful, generating confidence and absolute support.

Saving is super important, but also the fact of knowing how to handle expenses. We must know how to control and be efficient with money. Everything that I have explained above is also linked to the fact that in the process of creating a company, we must be warriors, positive,

full of security, without fears and fighting for our ideals. Within this business process, there have always been difficulties, people who turn their backs on you, acquaintances that you thought were friends, but they were just that - acquaintances; and many other factors that we must know how to handle being professionals. Talking about warriors and before continuing, landing in Bogotá on Friday, December 11, 2015, I went to my sister Marleny's house with John, Norita and my sister Stella. My sweet sister had me a potato soup with meat and chopped coriander with long onion – God's food - it is one of my favourite dishes. I was very sick and did not eat much, because my stomach was not receiving food, but I took two plates of soup, and wanting more. After unloading suitcases and finishing dinner, we took a picture and we noticed that I had a pretty yellow face; Norita and my sister insisted that we should go to the hospital and immediately we proceed. From this day until today 15 December I am still hospitalized with something called ICTERICIA, something related to the liver.

Nothing delicate, but careful. Here, writing from the hospital, I do not want to give up, because I feel full of energy to continue with this letter dedicated to all of you. I have been in worse circumstances, but always with the same attitude. I still remember 8 years ago, I was in the hospital in Melbourne with Meningococcal Meningitis, and the truth is that at that time I didn't have any idea what this disease was about; nevertheless I investigated and saw how delicate it was; In spite of this, of being out of my country, alone in a room, my positive strength to continue with my goals did not prevent me from continuing with my struggle and here I am still a warrior.

This is the point I originally was referring to; because I must fight and protect many people whom I feel responsible. A warrior must wage the fight, face it, fight it and win it. I have done it several times and finally a year and a half ago I was hospitalized with Pneumonia and again see me here, I am still telling my story, with a lot of love for you - your warrior. During all this struggle, I wanted to grow step by step, to be able to help my family, friends and everyone who knocks on my door.

I must always have a strategy in mind whenever I want to help someone. I must think in seconds about everything I mentioned earlier in the 4 important keys; I must also think about maintaining this organization and helping a new member. Think about growing and at the same time give the results to maintain the point of balance or positive result.

To be able to continue with all of this; appear - Will World Immigration and Will World Accommodation. A hard work of 5 years has allowed me to grow this organization and continue with new projects.

After all my studies of Business Administration, Specialization in insurance, Post-degree in Financial Management, Master of International Trade; I decided to specialize myself in Australian Immigration Law. Quite strong the subject which would give more image to my company, but what I did not know was the great struggle that should go to get a license that fought. Joining the University of Victoria was not easy, and since I had only been a Permanent Resident for a few months, I did not have the right to a discount from the government, which only operates for Citizens. I could have waited a year, but the truth was, that it was the time to do it, so I decided to pay for it on my own; I was sure that this would give us a bigger image and the cost would be worth it.

Once we started at the University, the first day of induction, it was clear and direct; they practically told us not to study this course. This was literal what they told us: If you really want to do it, you must sacrifice time and family, but this course is not for everyone, so think very well because you still have time to withdraw the course.

Many were frightened, and the course was composed of approximately 30 students of which 40% were native Australians and the rest were born in other countries from different nationalities. In conclusion, the course was followed by all the internationals and most of the native Australians withdrew in the second class, only around 2 Aussies stayed. At the end of the course, only 8 we graduated at the same time, and the rest in other semesters.

It was an enriching experience where I met even more people and with whom I keep in touch, Idris born in Turkey and Carlos Parrilla born in Mexico, but both Australian citizens. We made a large group of work; however, at the end of the course few of us managed to obtain the definitive license. Obtaining it, is a process that can last up to more than 1 year because it is necessary to go through a thousand barriers of examinations and requirements that really, seriously, if I came to think: why did I do this course?

I did not want to surrender myself and I kept fighting. I just lacked a requirement and it was an English test which one should get 7 in each band. This is the issue that has made many of my clients suffer and now I was living it in my own flesh. I lived this experience which has helped me to understand many who must go through this situation. I took this test 6 times to achieve different scores, until you conclude that IELTS was just a business, and it was not a rational test to measure the real capacity and level of a person's English language.

Many of those who are reading these lines know exactly what I mean, because there are many people in different parts of the world, who have had to undergo this test with the frustration of obtaining incoherent results when analysing all the tests seeing different illogical qualifications. Only by the reader's understanding, I mention a random example:

- **First test results:** Listening: 7 Speaking: 7  
Reading 6.5 Writing: 6.5
- **Second test results:** Listening: 7 Speaking: 6.5  
Reading 7 Writing: 7
- **Third test results:** Listening: 6.5 Speaking: 7  
Reading 7 Writing: 6.5



The requirement is 7 in each band. How is it possible that I get a speaking of 7 and then 6.5? it has no agreement that this can measure a reality. This is a small example that readers know what a person should go through and many should obtain different analysis paying a lot of money, taking more than 10 exams to be able to pass.

Only this requirement was missing and I was already tired to the point of giving up, so I made the decision to say: Lord up there, if I was born to do this, then give me the license but I won't continue presenting more tests, when I have demonstrated that I studied a 2 years Master's degree here in Australia, then 1 year post-graduate degree in Immigration Law, then I have my company for 5 years back then 5; I had the best results of my English course I had 7 years before, I have the best written in the post-degree of laws, how are you going to tell me that I do not have the appropriate level?

I made the decision to send an email to the Migration Agents Registration Authority and I mentioned my whole resume, I told them about the issue I found with the IELTS test, that I thought it was incongruous and that I had really studied this Immigration Post-graduate Course, just because I really liked it and not because I needed it; so I did not intend to present again the IELTS and that It would be under their criterion if they wanted to give me the license or not.

Minutes later I received a call from this honourable organization confirming that the law favoured me and that there was an article that allowed the officer to make a decision, based on the evidence granted and therefore they had decided to grant the license. The truth, I consider another miracle in my life. I did not take it for granted. I had already told myself that I would not allow this situation anymore and that if I was destined to do this job, then go ahead and well, it was this part of my story. I have been practicing my Australian Immigration License for almost 5 years. The funniest thing of all, is that in the following week after the approval of my license; I received my last IELTS test result getting 7 in each band, I finally had it; but the fact of everything; is that I really had to suffer the same thing that the students feel in this absurd process.

After all this roll of my studies and continuing my operations of Education and Immigration services; with time comes Cafeteros Everywhere; project presented by one of my students and friends Erwin and Lizell; at the same time J & V Events Project developed with Jorge Mozo equal friend and Will World's student.

One day Erwin came to my office telling me very secretly a great business idea and then the truth he was not sure to tell many people because nowadays you must keep in secret good ideas, to avoid someone takes them as their own.

This project seemed wonderful and I saw a good future; I really liked the idea. We started to work several months on it and I can guarantee with certainty that it could be one of the biggest in which I have put all my knowledge and affection. With Cafeteros Everywhere, we want to show our Colombia land, its coffee, its history and everything related to the area. By this way to feel that we are in our own land with Colombian pride changing our image and giving the best of all of us. Through it, more things would come, because this warrior has not finished. Always keeping in mind the welfare of my family, my friends and the people in general.

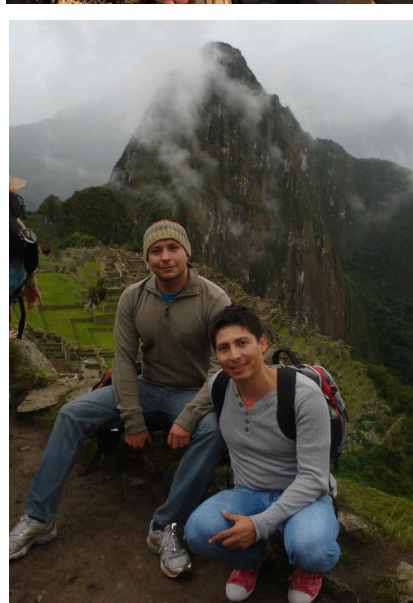
J & V Events aims to manage the events of the business group that is being formed and at the same time creating a platform to help our customers and suppliers.

Through our companies, we intend to create an alliance that allows to generate jobs and diversity of services which can be used in a cyclical way while maintaining bonds of family connection and friendship among all their participants.

We are the most important natural resource that exists on this planet. The people - the human beings that over time have become inhuman. Even today, I do not understand why we fight for wealth, money, or power. We should all work for the common good and keep our planet alive; then to the end as our parents say - one dies, and nothing gets

carried away. This phrase is very important and makes all material wealth, lose its reason of being. Unfortunately, this world is made of materialism and only our new generation will be able to change it, and I have faith, so it will be.

Overcoming myself gives me the capacity of my being. And overcoming myself makes me reach my essential goal. How far can you get? Try to beat yourself every day and you will see the awesome change within yourself. This is a great thought that if we practice, we could become a perfect and more efficient society. My first story gives me the strength to continue telling more of my fantastic and never-ending stories. I just want you to remember that instead of competing; Sharing knowledge would help make this planet different. As I have said it before, the competition is not with the others; It is with myself.



# THOUGHTS

July 7th 2015 - 6.39pm

Creating and thinking while I'm at the gym ...

How good you are...

The secret of success is not only to reach the top or what the summit means to ourselves - the secret is to show that you are the best for yourself, not for others - remember that the challenge is with you; by this way, you will give the best result, but with the satisfaction that you tried to defeat yourself and that you achieved what you once thought could not be possible.

The competition is with yourself not with others.

*Willmore*

July 3rd, 2015

For me; Negative things do not exist.

Change your way of thinking; the new concept eliminates the line -

The Negative things for:

The New opportunities

Every action brings a reaction and if you are mentally prepared to be successful; You will be able to eliminate that old concept.

Remember: there is nothing negative instead of, it is a New Opportunity.

*Willmore*

We as human beings are restless, and we are in continuous development.

In my concept, I believe that goals and objectives, never end and that makes our lives even more interesting.

We are always creating and once we finish this creation, it follows another and so on.

This is my process of life in which success never ends and therefore more exciting stories come to tell ...

What is next for William's next decade and the empire that is being created? A new generation is coming soon ... What does it mean? Something very interesting and surprising comes for those who know me and those who suddenly are doing it through this literary journey.

### **Be productive:**

- Make a list of what you want to do.
- Start working on everything.
- Follow up.
- Review results.
- Start to put a thumbs-up on everything you're finishing (tick the List).

### **Ethics**

- Act always well without selfishness.
- Think of yourself but also of others.
- A collective thought will lead you to better results; to work in a team and thinking about the mutual benefit, will always lead us to obtain the best and therefore reach the peak of success.



**July 5, 2015 - 12.22am**

Every day I learn a lot more

Thanks to those around me for allowing me to learn and strengthen me.

According to my own concept; I consider that a Productive Entrepreneurial Executive (PEE) is always based on to K N O W; which is directly linked to your experience and knowledge.

**A PEE:**

- **K**nows its people and always greets.
- **N**ever stop – always immediately acts and responds to: calls, messages, emails, social media.
- **O**rientates and projects Trust.
- **W**ith leadership, executes in an organized way his/her idea delegating; always keeping the order.

If you want to become a PEE, practice these 4 guidelines and you will see the results soon.

Remember the word Organize: not only refers to the ideas but also to the environment. An executive who works with hundreds of papers, unread emails, unanswered calls; even with a dirty and unpleasant environment; he/she will never be able to advance effectively; You can do it, but in my concept with a low result and very slowly; but to be a PEE, you must go further by being a retailer and why not; becoming a perfectionist. Each one manages to reach where your own limits take you.

*Willmore*

## **August 11, 2015**

### **Management Tools**

Time is money and if we do not know how to use it efficiently; It will be difficult to achieve our goals in the period we want.

Everything is possible; but working as a team, we must know how to use the management tools; but with a social sense of COOPERATE.

- **C**reation of efficient processes.
- **O**ptimization of tasks: urgent - important.
- **O**ccupation of time: measurement of each task.
- **P**rofessionalism in each activity.
- **E**ffectiveness in the result.
- **R**eaction - Action: decision making.
- **A**ctualize - stay up-to-date on everything.
- **T**ake strength with the best energy prepared for the future.  
Immediate reaction to an event.
- **E**xtrême team work.

*Willmore*

## **August 18, 2015**

Keeping your things clean and in order; clarifies your mind, expands it and allows you to generate new and productive ideas.

*Willmore*





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"Show yourself as you are, providing  
your own light to the universe ...  
The competition is with myself, not  
with others. "

//

*Willmore*

# THINKING THE NEXT STEP



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