

JANE SMITH

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CORPORATE TRAINING PROFESSIONAL WITH 10+ YEARS OF EXPERIENCE

Instructional System Design & Delivery/Policy & Procedure Development/Performance Assessment & Testing

PROFESSIONAL SUMMARY

An innovative and solutions-focused Corporate Training Professional contributing progressive human resource experience and a demonstrated track record of success in fast-paced, high-volume environments. Results-driven leader with a history of developing individuals and leading and educating adult learners in a variety of on-the-job, remote learning, and classroom-based environments. Recognized as a skilled communicator, presenter, and facilitator with an ability to inspire commitment, direct all types of personalities, lead teams to maximize performance and promote continuous improvement, and present training programs in a stimulating manner using a combination of personality, multimedia, and group exercises. Able to provide clear expectations and directions and conceptualize and implement individualized instructional plans while fostering creativity and problem solving. Superior interpersonal, analytical and assessment skills. Strong written, oral, and technical aptitude. Proficient in Microsoft Office Suite, SAP, and Snag It.

CORE COMPETENCIES

- *Instructional Design & Delivery*
- *Technical Assistance/Guidance*
- *Team-Building/Coaching*
- *Human Resources Practices*
- *Sales/Business Development*
- *New Employee Orientations*
- *Curriculum Design/Modification*
- *Project/Program Management*
- *Presentations/Public Speaking*
- *Customer Service & Support*
- *Performance Assessments/Testing*
- *Leadership/Talent Development*
- *Group Presentations/Facilitation*
- *Policy & Procedure Development*
- *Client/Key Account Management*

CERTIFICATIONS

- Certified Customer Care Manager, Customer Care Institute
- Certified Technical Trainer, Langevin, Inc. • Targeted Selection Interviewer Certification, DDI

PROFESSIONAL EXPERIENCE

ABC Company

Any Town, USA

Nov. 2000 - Present

Learning Specialist, Service (Jul. 2005 - Present)

Improved employee performance and fostered employee engagement through development of training programs and organizational initiatives for the leading source of national, world and Any Town area news.

- Provided training and support for over 250 employees annually including Accounting, Advertising, and Digital.
- Conceptualized and introduced curriculum, materials, and narrative lesson-plans, delivered high-quality presentations and learning programs, and monitored impact/success of structured training programs; applied frameworks and best practices.
- Implemented a variety of assessment techniques designed to measure employees' progress in learning including differentiation in instruction to meet the individual needs of each employee.
- Collaborated with internal clients to uncover performance gaps and conducted ongoing assessments of coursework and curricula against staff needs; designed, developed and delivered customized instructional courses to eliminate said gaps.
- Spearheaded up to eight (8) new employee orientations annually; acted as a champion of training on company policies, guidelines, and best practices and created and fostered a culture that accepts and responds rapidly to change.
- Maintained exceptional technical and product knowledge; served as floor support to advertising employees on a day-to day basis in the usage of the SAP billing system.
- Partnered with HR Department to craft and enforce department policies and initiatives.

Selected Accomplishments:

- Trained over seventy-five (75) of the award-winning inside sales and service representatives.
- Consistently received excellent marks on annual performance reviews and positive remarks from training participants.
- Selected by the Director above another trainer to facilitate new training programs.
- Developed a 200 page instruction manual currently used on service floor; documented processes that had not been updated prior to 2005.
- Developed training materials currently used on the inside sales floor.

PROFESSIONAL EXPERIENCE (CONTINUED)***Lead Advertising Service Representative, Major Accounts Retail Unit (Jul. 2004 - Jul. 2005)***

- Provided leadership and direction to a team of ten (10) Service Representatives in the retail advertising unit; oversaw 500 major accounts and their multi-million dollar advertising activity.
- Managed the day-to-day performance of the team; created a collaborative, innovative, and results oriented environment and created and implemented policies and procedures to enhance motivation and efficiency.
- Involved with all key HR issues including promotions, performance reviews, raises, and accountability; resolved conflicts, and partnered with supervisor to interview and hire employees.
- Oversaw the client experience; resolved complex, escalated customer issues by interfacing with clients and other internal departments.

Selected Accomplishments:

- Selected to conduct all new hire orientations and served as the primary on-floor trainer for ongoing personnel training.

Advertising Service Representative, Major Accounts Unit (Nov. 2000 - Jul. 2004)

- Direct responsibility for the maintenance and renewal of over 120 multi-million dollar advertising accounts annually; collaborated with sales to ensure the ongoing support of newly acquired business.
- Served as a direct point of contact for clients in a fast-paced and deadline driven environment; received and processed advertising materials, ordered client advertisements, and resolved billing and accounting issues.
- Successfully presented and explained scope of available services; promoted and increased account advertising activity.
- Performed extensive technical editing, proofreading, and quality control for each account; created and implemented procedures to ensure advertising accuracy.
- Served on the training committee; welcomed new hires into the company and ensured the effective use of company tools and resources in an effort to maximize performance.

EDUCATION**Bachelor of Arts in English**

University of Maryland Baltimore County, Baltimore, Maryland

PROFESSIONAL DEVELOPMENT

- 25 Ways to Add Excitement to your Training Workshop
- Instructional Design for New Designers
- Instructional Techniques for Instructors
- Principles of Adult Learning
- Targeted Selection Interviewer (DDI)
- Training Needs Analysis

PROFESSIONAL AFFILIATIONS

- The American Society for Training and Development (ASTD)

References Furnished Upon Request