



WILLIAM PEREZ

Operations Trainer Coordinator

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

SKILLS

Strong Verbal And Written Communication



Detail-oriented



Team Building



Motivational Techniques



Adaptability



Cultural Awareness



INTERESTS

📖 Birdwatching 🏠 Traveling

📅 Sports Coaching 🏆 Knitting

STRENGTHS

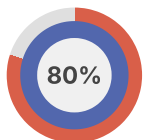
🔧 Pragmatism

🍃 Sensitivity

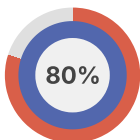
❤ Sincerity

📌 Stability

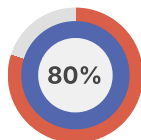
LANGUAGES



English



Spanish



French

ACHIEVEMENTS

🌟 Designed and launched a new training module, resulting in a 25% increase in employee satisfaction scores.

🌟 Implemented a feedback system that improved training effectiveness by 30% based on participant evaluations.

PROFESSIONAL SUMMARY

Results-focused Operations Trainer Coordinator with two years of experience in designing and implementing effective training solutions. Skilled in enhancing team engagement through innovative instructional methods and performance assessments. Dedicated to promoting a culture of continuous improvement that aligns training initiatives with organizational goals.

WORK EXPERIENCE

Operations Trainer Coordinator

📅 Mar / 2024-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Revised and updated training curriculum to address client-specific needs and improve learner outcomes.
2. Collaborate with management to align training programs with organizational goals.
3. Implemented a mini Kaizen Process Improvement, reducing district photo expenses by over \$49,000.
4. Enhanced customer satisfaction in district 122 by 2 points through new customer service training initiatives.
5. Led the development of a market-wide training program for Customer Centric Selling.
6. Created a comprehensive training program on the 5 S's of Customer Service, which evolved into Walgreens Corporate G.O.T. program.
7. Designed new training courses for the introduction of new products and services, improving team readiness.

Operations Trainer

📅 Mar / 2023-Mar / 2024

Silver Lake Enterprises

📍 Seattle, WA

1. Trained staff on proper operational procedures for equipment, improving safety compliance.
2. Managed and scheduled a team of up to 13 employees, optimizing operational efficiency.
3. Delivered tailored training sessions to non-English speaking employees, enhancing communication and understanding.
4. Conducted training sessions in compliance with industry regulations and company standards.
5. Authorized instructor for the ENSA Bundle 3 program, including First Aid/CPR/AED training.
6. Collaborated with cross-functional teams to ensure alignment with safety and regulatory standards.

EDUCATION

Bachelor of Science in Business Administration

📅 Mar / 2022 Mar / 2023

University of Florida

📍 Denver, CO

Focused on organizational management and training methodologies.