# Product Trainer

# ROBERT SMITH

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## Objective

Seeking an opportunity to further enhance and apply skills obtained through career experiences, formal training, industry specific product education, and daily client interactions. Secure a relationship manager position that is continuously challenging and rewarding. Opportunities that encourage consistent, personal interaction with clients and promote the initiative to be an empowered employee are preferred.

## Skills

Microsoft Office Suite, SalesForce.

## Work Experience

### Product Trainer

**ABC Corporation** - 2006 – 2006

- Trained all customers at all levels on software product (s) via -regularly conducting trainings utilizing Go To Webinar tools.
- Advised on changes and trends in the Real Estate market place and the activities of competitors as well as behavior of online consumers.
- Responsible for training new users on how to best utilize the tools within the software program to ensure success in engaging and retaining new clients.
- Call Center Representative Realty Generator 20052006 -Determined requirements by working with customers.
- Fulfilled requests by clarifying desired information; researching, locating, and providing information and forwarding requests to real estate agent.
- Maintained call center database by entering information.
- Kept dashboard operational by following established procedures; reporting malfunctions.

### Product Trainer

**Delta Corporation** - 2000 – 2000

- Responsible for administrating initial software training for new partners, as well as developing and facilitating on-going training seminars.
- Establish and deliver new feature functionality and best-practice-based product training to showcase Advicents comprehensive Financial Planning tools.
- Expanded responsibilities for valuable client relationships has presented opportunities to work closely with multiple departments throughout the .
- New Product and Social Media Trainer.
- Design and develop training materials.
- Planning, developing, and in-house training of quality control auditors.
- Presented and structured training courses and introduction programs for the companys wireless telecom retail package, which consisted of Point-of-.

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## Education

Associate Of Arts

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