

ETHAN MARTINEZ

Junior Service Trainer

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PROFESSIONAL SUMMARY

Passionate Junior Service Trainer with 5 years of experience in designing and delivering effective training programs that elevate service standards. Proven expertise in coaching teams to enhance customer satisfaction and optimize service delivery. Committed to fostering a collaborative and engaging learning environment, driving continuous improvement, and empowering employees to excel.

WORK EXPERIENCE

Junior Service Trainer

Blue Sky Innovations

📅 Apr / 2022-Ongoing

📍 Chicago, IL

1. Developed and delivered training programs to enhance service delivery and employee performance.
2. Coached team members on best practices to ensure high levels of customer satisfaction.
3. Assessed training needs and designed tailored training sessions for staff.
4. Monitored employee progress and provided constructive feedback to improve skills.
5. Monitor and report on training progress and outcomes to stakeholders.
6. Created instructional materials and resources for training sessions.
7. Facilitated team-building activities to strengthen communication and collaboration.

Jr. Service Trainer

Lakeside Apparel Co

📅 Apr / 2020-Apr / 2022

📍 Chicago, IL

1. Managed customer interactions, ensuring prompt resolution of inquiries and complaints.
2. Utilized POS systems to accurately process orders and handle transactions.
3. Supervised staff during peak hours to maintain service quality and efficiency.
4. Trained new hires on service protocols and company policies.
5. Maintained cleanliness and organization in service areas to enhance customer experience.
6. Evaluated service processes and implemented improvements to increase productivity.

EDUCATION

Bachelor of Arts in Communication

University of Illinois

📅 Apr / 2018-Apr / 2020

📍 Phoenix, AZ

Focused on interpersonal communication and organizational management.

SKILLS

Organizational Skills

Quality Assurance

Microsoft Office Suite

Training Needs Analysis

ACHIEVEMENTS

- ★ Successfully developed training modules that improved team performance by 30% within six months.
- ★ Implemented a customer feedback system that increased satisfaction ratings by 25%.
- ★ Facilitated workshops that resulted in a 40% reduction in service errors.