



SOPHIA BROWN

Software Trainer

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PROFESSIONAL SUMMARY

With 5 years of experience as a Software Trainer, I excel in designing and delivering engaging training sessions tailored to diverse software applications. My approach focuses on enhancing user skills and satisfaction through effective instructional materials and methodologies. I am dedicated to creating a supportive learning environment that fosters growth and maximizes software utilization.

WORK EXPERIENCE

Software Trainer II Jan / 2022-Ongoing
Blue Sky Innovations Chicago, IL

- Delivered comprehensive training for end-users on Practice Management and Electronic Medical Records software, both on-site and virtually.
- Maintained detailed records of training sessions and participant feedback to improve future training efforts.
- Facilitated training sessions for software resellers, enhancing their product knowledge and support capabilities.
- Implemented an online training request system, streamlining training logistics and scheduling.
- Optimized client training processes, increasing efficiency and user satisfaction.
- Utilized adult learning principles to enhance training delivery and engagement, ensuring effective knowledge transfer.
- Provided ongoing support and troubleshooting for users, fostering a culture of continuous improvement.

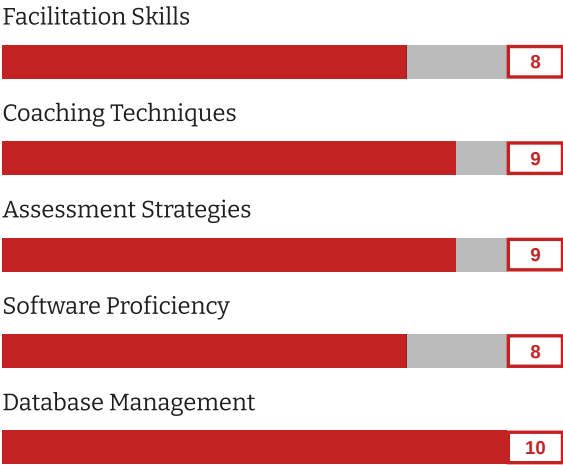
Software Trainer Jan / 2020-Jan / 2022
Cactus Creek Solutions Phoenix, AZ

- Conducted training classes on accounting and payroll software, tailoring sessions to meet diverse client needs.
- Established strong relationships with clients to identify and resolve software-related issues effectively.
- Assisted with financial reporting and software maintenance, ensuring accurate data management.
- Delivered training on Microsoft Office applications, focusing on practical skills and user application.
- Designed and implemented structured lessons to improve participants' software proficiency.

EDUCATION

Bachelor of Science in Information Technology Jan / 2018 Jan / 2020
University of Technology Chicago, IL
Focused on software development and instructional design methodologies.

SKILLS



INTERESTS

- Podcasts Language Learning
Dancing Cycling

STRENGTHS

- Intuition Leadership Listening
Mentorship

LANGUAGES



ACHIEVEMENTS

- Increased training satisfaction scores by 30% through enhanced instructional methods.
- Developed a comprehensive training manual that reduced onboarding time for new users by 25%.