ROBERT SMITH

Staff Trainer

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Staff Trainer is Creating website articles addressing FAQ's and News for company website. Coordinating hardware and software system changes with IT personnel, including exceptional upgrade changes to the mainframe support system. Persuading consumers 70% of the time to purchase dessert, alcohol, and/or merchandise. Helping with task and communicating the correct information when needed.

APRIL 2002 – DECEMBER 2011

STAFF TRAINER - ABC CORPORATION

- Trained all FOH new employees and continuing training for all FOH employees.
- Worked as a server and bartender in high volume restaurant.
- Worked with POS system and cash handling.
- Worked closely with management with interviewing and hiring new employees.
- Developed new side work charts.
- Made schedules for FOH.
- Expedited front line during high volume hours.

1999 – 2002

STAFF TRAINER - DELTA CORPORATION

- Currently train new employees, help in pulling the staff together to work as a team, and lead through example.
- Account Coordinator- Los Angles Region Liaison between Estee Lauder/Clinique Cosmetic vendor and the retailer to insure profit through sells.
- Assess training needs for new and existing employees, organize, develop or source training programs to meet specific training needs, develop training .
- Set up and developed the new William Morris U.K Music Division.
- Included training all assistants using WMA systems software, assisting all personal appearance London based agents with various administrative duties .
- Supervisor - Teresa Fuller 361-944-6029 Duties Staff trainer, pizza delivery driver, order entry and cash handling.
- Certified instructor in Crisis Prevention and Intervention, Therapeutic Crisis Intervention, Diversity, CPR and First Aid.

EDUCATION

High School Diploma In General

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SKILLS

All Computer Software And Hardware Platforms.