

ROBERT SMITH

Technical Training Manager

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SUMMARY

An enthusiastic and dedicated professional with extensive over 25 years plus experience and knowledge across all areas of human resources development and competency systems. An exceptional leader who is able to develop and motivate others to achieve targets; demonstrates a strong ability to manage training and development issues. A proactive individual with a logical approach to challenges, perform effectively even within a highly pressurized working environment.

CORE COMPETENCIES

Competency Systems, Assessment And Verification, Training Needs, Training Management, Training Quality Manuals, Competency Profiles And Training Manuals.

PROFESSIONAL EXPERIENCE

Technical Training Manager

ABC Corporation - 1999 – 2020

Key Deliverables:

- Managed the activity of the department through efficient work procedures and delegation as appropriate.
- Handled all issues and concerns of staff as per the NOC policy and procedures.
- Coordinated with NOC and other companies in related issues as appropriate.
- Coordinated staff development through in-house or out sourced training Monitoring and controlling work compliance in all areas, including Manpower, effective planning, new staff training and development, organisation and time management.
- Supported management and employees to help create their own successful and productive team attitude and become effective team personal.
- Reviewed and evaluated the work procedures are up to date and covers enough to carry out the job in safe and effective manner and update the same when seen it is necessary.
- Well-versed with material management and effective utilization further with material reservations.

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Delta Corporation - 1979 – 1982

Key Deliverables:

- Directed / scheduled a team of employees and contractors to sell and provide training for client base, while driving sales and cost containment to .
- Identified and cultivated new market for high-dollar, high-profit technical training program, leading to rollout of leading-edge training product .

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- Technical Training Manager, Technical Training, Sales Enablement, Metrics Built a global team of four direct reports to develop and deliver .
- Pioneered new metrics to assess customer loyalty and implemented processes for remediation where challenges emerged.
- Realigned external instructor pool by implementing Net Promoter Score for all customer facing classes Developed additional revenue producing content .
- Developed and implemented all field technical training classes for new hires to include installation and cable technician courses as well as .
- Conducted pole climbing training and certifications for all field technicians.

EDUCATION

GED

