

Robert Smith

Certified Training Manager

CONTACT DETAILS

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PERSONAL STATEMENT

A dedicated management professional with a proven track record of managing daily operations within manufacturing and service industries. Results oriented individual with experience operating in an integrated management environment. Energetic leader who drives business results through process improvement, innovative thinking, client focus, cross-functional teamwork and employee engagement. Skilled implementer in operations, change management, training, organization design, and human resource activities linked to strategic initiatives.

WORK EXPERIENCE

Certified Training Manager

ABC Corporation - July 2006 - November 2007

Responsibilities:

- Managed and coached a team of ten full-time and fifteen flexible Training Specialists to deliver against training plans, ensuring achievement of learning objectives related to Customer Relationship Management.
- Accountable for the definition, analysis, design, development, deployment, and delivery of training programs for associate, leadership, and technology-related programs.
- Supported the project plans to add four new client customers including managing the training project, developing training curriculum, implementation, execution, and analysis of training plans.
- Collaborated with Workforce Management, Account Management, and Operations Management to analyze staffing requirements and provide training support to meet the required customer/client needs.
- Directed and coordinated overall planning and execution of training and development programs, courses, and activities related to Customer Relationship Management.
- Supervised and scheduled training and performance assessments to specifically identify the effectiveness of the training curriculum and perform a needs analysis to make appropriate recommendations.
- Developed standard best practices, business processes, templates, and documentation standards to support all training department activities.

Training Manager

ABC Corporation - 2002 - 2006

Responsibilities:

- Lake Zurich, Illinois 2005 - 2009 Oldest mortgage banking company in the Midwest providing premier quality mortgage services to a wide variety of consumers.
- Training Manager Set-up a training department that offers intensive and companywide training.
- Designed an electronic training database that included training manuals, department web site and companywide training tracking system.

SKILLS

Microsoft office, Outlook, Powerpoint, Excel Spreadsheet,.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

- Developed and implemented training programs across 15 departments working with VPs, department heads and managers.
- Implemented an electronic training database that reduced training time by 50% and increased productivity and efficiency by 30%.
- Incorporated companys standards and procedures to the training modules improving communication and work consistency by 40%.
- Hired and trained a team of training specialists on training modules, training tracking system and remote client training..

Education

Master of Science in Engineering Management focused - December 1997(Milwaukee School of Engineering - Milwaukee, WI)