

Experience

Call Center Trainer – Trantow, Marvin and Torphy, *Dallas, TX*

08/2018 – Present

- Two (2) to five (5) years of training experience, call center and/or transportation
- Effectively prioritize tasks and manage time effectively
- Provide instruction to peer operators in a manner that encourages communication and feedback
- Communicate effectively and work with all departments
- Train, motivate and develop a team of intake specialists on customer support techniques
- Gather best practices from top performers, develop and institutionalize training materials and programs based on those best practices
- Provide follow-up coaching about job performance and quality assurance to new employees after training; coach new hires to improve performance and prevent termination

Call Center Trainer – Rosenbaum LLC, *Dallas, TX*

01/2012 – 05/2018

- Ensure site classrooms are well stocked and that all equipment is in working order
- Assist in the reproduction and destruction of training materials
- Make a difference, personally and professionally
- Perform 1:1 coaching and development sessions
- Conduct 360-degree feedback sessions with supervisors, team leads, service delivery, and operational staff to ensure the training program is up to date and current
- Take calls and act as roaming Supervisor during All-Hands situations. May be required to act as a Supervisor or Quality Assurance Monitor during peak performance times
- Train and manage sales agents remotely
- Hands-on training experience
- People management is

Education

Baylor University – Bachelor's in Education

Skills

- PC skills required, including MS products
- Excellent communication skills, with the ability to present ideas to management and peers
- Provide an engaging and motivating in person and/or virtual learning environment for new hires
- Monitor and provide continuous feedback to the new hires to promote continual learning and growth
- Participate in the continuous improvement of the training content in order to meet the changing operational/business needs of the organization
- Coordinate the development and use of new hire coaches
- Provide additional training as determined by the management team
- Minimum of 3-5 years' experience working with adult learners
- Provides in person and virtual training and mentoring sessions