

# Robert Smith

## Call Center Trainer

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### SUMMARY

Highly motivated individual with 17+ years of experience in employee relations, recruitment and selection, compensation, safety, training, benefits, succession planning, worker's compensation, and performance management. Highly knowledgeable about training theories and methods used in designing, developing, and delivering successful training programs and adult learning concepts.

### SKILLS

Microsoft Office Proficient, Phone Training, Application Processing.

### WORK EXPERIENCE

#### Call Center Trainer

ABC Corporation - August 2000 – February 2002

- Managed the indoctrination of new employees weekly within the Call Center.
- Handled all the new hire paperwork.
- Taught all new employees the proper policies and procedures of the Company, Division, and Call Center.
- Trained new employees on the fundamentals of outbound and inbound Customer Service.
- Monitored all communicators and provided feedback on how to make good quality phone calls.
- Created PowerPoints and Word documents to further educate new employees.
- Provided incentives to new employees to motivate them to achieve their goals and graduate from training to go to a Program Supervisors team.

#### Call Center Trainer

Delta Corporation - 2019 – 2020

- Trained all new hires. Made sure they were comfortable with the system.
- Went over phone calls before letting them to the floor.
- Evaluated each rep to report to their hiring manager.
- Pulled resumes and phone interviews.
- Provided training to new call center employees. Reviewed and processed large lists of rebates which required immediate completion.
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### EDUCATION

- August 2012(Butler County Community College - New Castle, PA)