

Experience

Call Center Trainer – Trantow, Marvin and Torphy, Dallas, TX	08/2018 – Present
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• 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