

CRISTY NEWMAN

7852 Sundown Dr. N.

727.686.7094

St. Petersburg, FL 33709

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### Summary

I have over 20 years in the banking industry performing various jobs. In my current position, which I've enjoyed for over 15 years, I am a Corporate Trainer. I use my extensive knowledge to create manuals and guides, eLearning courses and conduct virtual and in-person training as needed on numerous topics including sales, service, systems, products and technical processes. I regularly test new programs, system updates and product releases, which is something I really have a passion for as it helps me to gain a deeper understanding of the material so that I can craft the best possible training courses and materials for the specific audience it is intended for. I enjoy learning and expanding my skills while helping make a difference within my organization.

### Qualifications

- ◆ Lead project manager on 10-12 projects annually which include system and product releases, create and maintain over 135 procedures, 20+ eLearning courses, and 7 manuals.
- ◆ Create and maintain a suite of Storyline eLearning courses covering a range of topics including sales, service, products, regulations and compliance.
- ◆ Efficiently analyze products, processes and systems to create engaging training courses and materials that will enhance the learners comprehension.
- ◆ Conduct effective follow up, assessments and additional training to employees as needed.
- ◆ Effectively communicate with various teams to identify training needs, coordinate projects and ensure adherence to all policies and regulations.
- ◆ Proficient in Microsoft and the Google Suite of products as well as Adobe Sign and Articulate Storyline.

### Education

- ◆ 1997-2001 Bachelors Degree in Business Management                      Eckerd College    St Petersburg, FL

### Professional Experience

2005-Present    Corporate Trainer, floridacentral Credit Union

- ◆ Develop training curriculum on various topics including sales, service and product knowledge.
- ◆ Analyze new and current processes and systems, present solutions to management and implement changes while maintaining a strong focus on the end user interface and experience.
- ◆ Manage various projects to ensure necessary steps are completed in a timely manner.
- ◆ Create, update and maintain all technical guides, training courses and materials.
- ◆ Frequently conduct instructor led training and virtual training to groups of various sizes and backgrounds.
- ◆ Manage and update the (LMS) Learning Management System.
- ◆ Utilize Articulate Storyline to create engaging eLearning courses.

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**Professional Experience (continued)**

2003-2005

Sales Manager, Amsouth Bank

- ◆ Manage and train branch employees.
- ◆ Interview and hire qualified applicants.
- ◆ Perform quarterly assessments and annual reviews.
- ◆ Conduct regular coaching sessions to develop employees in all areas of job performance.
- ◆ Offer new account, loan and investment solutions to customers.

2001-2003

Licensed Financial Specialist, Wachovia Bank

- ◆ Responsible for building client relationships by providing excellent customer service.
- ◆ Offer new account, loan and investment solutions to clients.
- ◆ Assist in the daily management of the staff.
- ◆ Mentor new hires to achieve sales goals.