

# Professional Experience

## Training Manager

University of California, San Francisco, CA | October 2019 - Present

- Deliver training seminars to 100+ university personnel on a variety of topics and SOPs, including customer service protocols, IT procedures, university programs, and sales
- Develop training materials and curriculum based on performance data and KPIs, resulting in a 15% increase in customer satisfaction surveys and a 10-minute reduction in call times
- Oversee the delivery of DEI training programs centered on racial sensitivity and cultural awareness to ensure an inclusive environment for customers and team members

## Training Manager

San Francisco Community College, San Francisco, CA| May 2017 - October 2019

- Conducted training seminars for 50+ professors and staff for a community college with 5K active students, which included sessions on education technology and university portal
- Provided training to educators on community college education standards, including communication protocols and inclusive classroom environments

# Education

## Bachelor of Science (B.S.) Business Administration

University of California, San Francisco, CA| September 2013 - May 2017

# Certifications

- ♦ ATD Certified Professional in Learning and Performance (CPLP), 2018
- ♦ Certified Professional in Training Management (CPTM), 2017

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A Training Manager with five years of experience specializing in staff development, program management, curriculum development, and e-Learning, A strong history of executing large training programs for 100+ personnel to enhance operational performance and growth.

## Key Skills

- Curriculum Development
- Diversity, Equity, and Inclusion (DEI)
- e-Learning
- Classroom Instruction
- Continuous Improvement