

Alex Ryan

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A Corporate Trainer with entry-Level experience, specializing in staff development, leadership training, communication, and curriculum development. A strong background in delivering training to new hires to deliver high-quality customer service and drive operational excellence,

Education

Bachelor of Science (B.S.)
Business Administration
University of Newark. Newark, NJ
September 2017- May 2021

Key Skills

- ◆ Corporate Training
- Customer Service
- Curriculum Development
- Staff Development
- operational Excellence

Certifications

- ◆ Certified Professional in Training Management (CPTM), 2021

Professional Experience

Corporate Trainer
Olive Garden, Newark, NJ | May 2021 - Present

- Deliver training to 40+ new hires on standard operating procedures (SOPs),time management ski lls, food handling procedures, and POS systems
- Refine standardized training curriculum and procedures based on individual needs, including small group instruction and one-on-one training sessions
- ◆ Coordinate with five corporate trainers to deliver remedial training to 10 store Locations in portion control to reduce waste, resulting in a 10% reduction in food costs
- Deliver instruction to trainees to achieve ServSafe certifications

Server & Bartender
Olive Garden, Newark, NJ | September 2018 - May 2021

- Provided quality service to up to 50 guests per day, coordinated with kitchen staff and front-of-the-house to deliver orders, and communicated with guests to resolve issues and ensured a positive and welcoming dining experience
- Delivered training to 10 new hires on company SOPs, workflow, and guest communication and provided ongoing mentorship, coaching, and support