

# JOYCE GOLDSTEIN

A Corporate Trainer with five years of experience, specializing in program development, training curriculum, continuous improvement, and corporate communication. A proven track record of refining training programs to drive operational excellence. Adept at delivering virtual and in-classroom instruction to enhance staff development for businesses.

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## PROFESSIONAL EXPERIENCE

### CORPORATE TRAINER

TD Bank, Pittsburgh, PA  
July 2018 - Present

- ◆ Coordinate with a team of corporate trainers to develop training curriculum and create lesson plans to improve compliance with customer service best practices and banking procedures, resulting in a 10% improvement in client satisfaction
- ◆ Evaluate the effectiveness of training programs and monitor all onboarding and continuous learning events to ensure consistency for new hires and existing employees
- ◆ Deliver e-learning and in-classroom instruction to small groups of 5-10 employees, develop training materials, and utilize differentiated instruction techniques

### CORPORATE TRAINER

Wells Fargo Bank, Pittsburgh, PA  
May 2016 - July 2018

- ◆ Supported the development and implementation of corporate training programs and a new learning management system (LM5) to enhance banking operations and drive customer success across the branch
- ◆ Attend meetings with corporate teams and management to evaluate performance data and develop strategies to implement new training protocols

## EDUCATION

Bachelor of Science (B.S.)  
Business Administration  
University of Pittsburgh, Pittsburgh, PA  
September 2012 ■ May 2016

## KEY SKILLS

- Corporate Training
- Curriculum Development
- Learning Management Systems (LMS)
- Corporate Communication
- Lesson Planning

## CERTIFICATIONS

- ◆ ATD Certified Professional in Learning and Performance (CPLP), 2017
- ◆ Certified Professional in Training Management (CPTM), 2016