

# SARAH MULLEN

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A Staff Training Assistant with seven years of experience, specializing in curriculum development, employee onboarding, adult learning, and corporate training. A proven track record of identifying process improvement opportunities to improve employee onboarding and training functions. Adept at cross-training new team members across multiple functional areas.

## EDUCATION

### BACHELOR OF SCIENCE IN ADULT EDUCATION

University Of Nashville, Nashville, TN  
September 2011 - May 2015

## KEY SKILLS

- ◆ Curriculum Development
- Training Programs
- Employee Onboarding
- Corporate Training
- Adult Learning Principles

## CERTIFICATIONS

- ◆ Certified Learning and Development Professional (CLDP), 2015

## PROFESSIONAL EXPERIENCE

### STAFF TRAINING ASSISTANT

Allstate Insurance, Nashville, TN  
April 2017 - Present

- ◆ Drive the development of training programs for new insurance sales representatives, which includes delivering workshops and seminars on sales and client relations
- ◆ Analyze gaps in training curriculums, evaluate employee performance data, and develop remedial training protocols, which improved sales performance by 15%
- ◆ Standardize corporate training functions and lead the creation of a new train-the-trainer program to ensure alignment with best practices

### STAFF TRAINING ASSISTANT

State Farm, Nashville, TN  
June 2015 - April 2017

- ◆ Provided training to 40+ new hires on insurance sales techniques, customer services, and internal operations, which included creating training guides and materials
- ◆ Utilized instructional design principles to develop and teach curriculum
- ◆ Delivered HR and administrative support to the hiring manager to ensure compliance with corporate standards throughout the onboarding process