

JIN ZHENG

123 Your Street, Boston, MA 12345
jinzheng@example.com
(123) 456-7890

A Staff Training Assistant with six years of experience, specializing in e-Learning, administrative support, employee relations, and staff development. A strong history of refining training curriculum and programs to enhance team performance and organizational effectiveness. Adept at interfacing with diverse employees and delivering group training workshops.

PROFESSIONAL EXPERIENCE

STAFF TRAINING ASSISTANT

IT Recruitment Inc., Boston, MA | April 2018 - Present

- ◆ Provide training on customer service best practices and standard operating procedures (SOPs) to technical support specialists for an IT staffing company
- ◆ Create instructional materials and training guides utilizing adult Learning principles, including quizzes, tests, and PowerPoint presentations
- Deliver HR support throughout the onboarding process to new hirings, which includes providing feedback on performance and coaching

STAFF TRAINING ASSISTANT

TechSupport Professionals Corp., Boston, MA | June 2016 - April 2018

- ◆ Delivered classroom training to individuals and small groups to IT professionals for a product support organization, which included utilizing expertise in adult learning and instructional design to create compelling training curriculums
- ◆ Collaborated with the program manager to integrate e-learning modules into the training program, which streamlined the onboarding process by 30%

EDUCATION

BACHELOR OF SCIENCE IN HUMAN RESOURCES

Seattle University, Seattle, WA | September 2012 - May 2016

KEY SKILLS

- ◆ Employee Onboarding
- ◆ Cross-Training
- ◆ Employee Relations
- Staff Development
- E-learning Modules

CERTIFICATIONS

- ◆ Certified Learning and Development Professional (CLDP), 2016