



Jessica Rogers

A Training and Development Professional with seven years of experience specializing in instructional design, e-learning, talent development, and HR support. A strong history of driving the advancement of innovative training programs to enhance the learning experience. Adept at interfacing with diverse teams and personnel in fast-paced business environments.

Professional Experience

Staff Training Assistant

Amazon Call Center, Philadelphia, PA June 2017 - Present

- ◆ Deliver in-person and virtual training on client relations to new 150+ customer service representatives in a high-volume call center
- ◆ Develop curriculum and deliver workshops on cultural sensitivity and harassment to new hires during the employee onboarding cycle
- ◆ Create e-learning training modules, manuals, and guides for the customer service team
- ◆ Collaborate with the training manager to analyze customer surveys and develop training strategies to improve team performance

Staff Training Assistant

Penne Health Insurance, Philadelphia, PA July 2015 - June 2017

- ◆ Oversaw the training process and employee onboarding for a 300-person call center providing support for PA residents in obtaining medical health insurance
- ◆ Developed training curriculum on customer service and conflict resolution techniques to improve the customer experience, which increased satisfaction ratings by 10%

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Education

Bachelor of Science in
Human Resources

Temple University, Philadelphia, PA
September 2011 ■ May 2015

Key Skills

- ◆ Training and Development
- ◆ Curriculum Design
- ◆ Employee Relations
- ◆ Adult Learning
- ◆ E-learning Modules

Certifications

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