




JEREMY TARSHIS

Learning Professional

 West Jordan, UT

 801-664-8885

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Education

University of Utah

- M. Ed in Instructional Design and Educational Technology
Fall 2018 - Present
- B. Mus in Instrumental Music Education
Graduated May 2013

Snow College

- A.S. in Music Education
Graduated May 2010

Skills

Photoshop	
Illustrator	
Premiere	
Storyline	
MS Office	
HTML	
CSS	

Work Experience

May 2017 - Present

StubHub Inc.

Learning Specialist

Facilitated instructor-led training classes for both newhire and senior agents in a call center environment. Class sizes were up to 25 agents at a time for several weeks. Training focused on technical and soft skills. Was one of two primary trainers during a ramp up of a new call center; trained over 200 agents over an eight month period. Designed and developed course materials to use in classes. Contributed to a conversion of ILT content to CBT to support a part-time work fromhome program.

Jun 2014 - Mar 2017

Dealertrack Technologies

DMS Trainer

Facilitated instructor-led training classes for both newhire and senior employees in both call-center and software installation environments. Developed course materials and redesigned assessments.

Client Trainer

Facilitated virtual training via GoTo Webinar for external clients that were onboarding onto the Dealertrack DMS system. Developed facilitator guides to be used for all trainings.

Implementation Specialist

Delivered training and consultation to external clients that were onboarding onto the Dealertrack DMS system. Traveled to clients and helped customize and tailor the system to their needs, as well as consult on efficient processes.

Apr 2013 - Jun 2014

Mosaic/Samsung Telecom America

Samsung Experience Consultant Lead

Provided sales advocacy as well as direct sales on behalf of Samsung. Led and managed the Samsung Experience Store located inside of Best Buy - Park City. Delivered product training to Best Buy associates and facilitated product training classes for Samsung customers. Frequently met or exceeded sales goals, and was recognized in the Top 100 of Samsung stores nationwide from Nov 2013 to Jan 2014.

Apr 2011 - Oct 2013

Marketsource/T-Mobile

Event Sales Representative

Provided sales advocacy as well as direct sales on behalf of T-Mobile. Oversaw a territory of multiple Wal-Marts, Best Buys, and Sam's Clubs. Delivered product training to associates. Frequently met or exceeded sales goals and was twice recognized for being in the Top 100 of event representatives nationwide, in both February and April 2012.