

JEREMY TARSHIS

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EDUCATION

University of Utah, Salt Lake City, UT M.Ed in Instructional Design and Educational Technology	Expected Graduation: 2020
University of Utah, Salt Lake City, UT B.Mus in Music Education, Instrumental Emphasis	2013
Snow College, Ephraim, UT A.S in Music	2010

TEACHING EXPERIENCE

Woods Cross High School, Woods Cross, UT Student Teacher – Instrumental Music w/ Todd Campbell Developed lesson plans, co/solo facilitated classes, maintained gradebook.	2012
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EMPLOYMENT EXPERIENCE

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. Brought on as 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 from home program.	May 2017 – Current
Dealertrack Technologies DMS Training Specialist 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.	January 2016 – March 2017
Client Training Team Facilitated virtual training via GoTo Webinar for external clients that were onboarding onto the Dealertrack DMS web platform. Developed facilitator guides to be used for all trainings.	August 2015 – January 2016
Implementation Specialist Delivered training and consultation to external clients that were onboarding onto the Dealertrack DMS web platform. Traveled to clients and helped customize and tailor the system to their needs, as well as consult on efficient processes.	June 2014 – August 2015
Mosaic Sales Solutions Samsung Program, Lead Samsung Experience Consultant 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.	October 2013 – May 2014
Samsung Program, Samsung Experience Consultant Provided sales advocacy as well as direct sales on behalf of Samsung. Delivered product training to Best Buy associates and facilitated product training classes for Samsung customers.	April 2013 – October 2013
Marketsource T-Mobile Program, Event 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 Feb and Apr 2012.	April 2011 – October 2013

Radioshack

Sales Associate

Provided customer service, stocked merchandise and installed promotional materials, trained New-Hire employees, commission-based sales

June 2010 – April 2011

Shopko Stores Inc.

Retail Sales Clerk/Electronics

Provided customer service, stocked merchandise and installed promotional materials, trained New-Hire employees

September 2005 – June 2010

LANGUAGES

English – Native Language

MEMBERSHIPS

Association for Talent Development

REFERENCES

Available upon request.