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| **HENRY JONES**  **||**     cell: (973) 704-8664     ||    e-mail: [henkid10@gmail.com](mailto:henkid10@gmail.com)     || | | | |
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| **EXPERIENCE**  **Amazon Reverse Logistics, Avenel, NJ – Learning Trainer**  November 14,2021- Present   * Recruited and developed a team of 23 Learning Ambassadors to support the shift in meeting operational goals through effective and efficient training * Earned trust of associates through consistent connection and empathetic coaching resulting in improvement of productivity and quality performance * Established site wide partnerships to drive process and safety improvement at the site level * Identified barriers and utilized findings to develop training materials that resulted in reduced safety incidents and increased associate success * Onboarded 500+ team members Tier 1hourly associates - Level 4 salaried leaders with an 85% retention rate * Supported the launch of the vendor return process through delivering effective training to associates and leaders * Developed nine learning ambassadors resulting in Tier three promotions * Sustained network wide connections to support the development of new roles within the site * Created digital resources (EWR7 wiki) for learning department to provide self-service access to learning materials for all associates and leadership   **Amazon Reverse Logistics, Avenel, NJ – Learning Ambassador**  September 30, 2019 - November 14,2021   * Executed the training for 66% of newly hired Area Managers in all processes * Orchestrated effective new hire process with 80% retention rate across all training sessions * Adapted to growing business needs by providing support for warehouse functions across various shifts * Spearheaded warehouse safety initiatives by creating and training to process safety standards * Identified barriers to Associate success and provided enhanced training to remove barriers and improve quality * Enabled Associate success by providing constructive feedback when needed * Gained trust of Associates and Leadership through consistent engagement and performance   **Golden Platter Newark, NJ— Cleaner**  April 2019 - May 2019   * Strengthened my knowledge on how to effectively work with others * Ensured the completion of daily expectations and provided coaching to new hires when needed. | | | |
| **EDUCATION**  **North 13th Street Essex County Vocational Technical School, Newark NJ**  September 2014 - June 2018  High School Diploma | | | |
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