

SAMPLE RESUME FUNCTIONAL/CHRONOLOGICAL, PAGE I

Tina Kelley

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TRAINING PROFESSIONAL—SUMMARY OF FUNCTIONAL QUALIFICATIONS

Training Management

- More than six years of management experience, with a proven track record for successfully empowering teams through coaching, effective feedback, mentoring, encouraging creativity, and rewarding efforts.
- Managed teams of various levels, including front-line representatives in a call center environment and a team of highly skilled trainers responsible for company-wide training and development solutions.
- Previously responsible for managing all customer care-related training needs for two internal centers and nine external vendor contact centers.

Instructional Design and Delivery

- Possess a solid understanding of adult learning styles, curriculum development, and training methods that motivate and inspire.
- Comfortable speaking to groups of varying size and experience. Described as a natural problem-solver who uses innovation and creativity to perform needs analysis and design, develop, deliver, and evaluate training initiatives.
- Have designed and facilitated courses covering a broad range of topics, including:

Leadership Development	Change Management	Goal Setting
360-Degree Assessments	New-Hire Orientation	Team Building
Interpersonal Communication	Performance Appraisals	Technical Skills
DiSC Personality Assessments	Mentoring and Coaching	Call Center Quality
Transitioning into Management	Collaborating for Success	Soft-Skills Training

Organization and Leadership Development

- Hands-on experience with three company acquisitions and the implementation and management of interventions that enhanced leadership skills, minimized loss, increased performance levels, and positively impacted employee satisfaction.
- Handled the delivery of all change management initiatives and leadership development programs, as well as other organizational development needs identified through employee surveys, interviews, 360-degree assessments, focus groups, and observation.

PROFESSIONAL EXPERIENCE

Careforyou, San Antonio, TX

Senior Training and Organizational Effectiveness Specialist

2009 - 2015

Develop, manage and evaluate training and organizational effectiveness strategies that promote the development of a skilled, high-performing, motivated workforce focused on the achievement of company key performance indicators.

- Collaborate with business leaders to assess organizational functioning, develop improvement plans, and lead projects that support growth and drive results
- Serve as internal consultant to all levels of management to identify and resolve issues such as: employee retention, skill development, professional growth, succession planning, and performance improvement
- Partner with business unit leaders and serve as a strategic resource to assess company-wide training and development needs as well as provide recommendations for change
- Manage the process of identifying and addressing employee development opportunities through focus groups, 360-degree assessments, and blended training solutions that include instructor-led

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- classes, case studies, self-study, mentoring programs, e-learning, calibration sessions, vendor courses, coaching, role play, OJT, and Web-based training
- Provided change management support and training during a large-scale merging of two Fortune 500 companies
- Managed the roll out of an online e-learning program and a learning management system (LMS) for 3,000+ employees
- Launched a leadership development program to encourage professional development training for all company leaders

Blue Dot Energy, Austin, TX

Training Manager

2005 - 2007

Managed a department responsible for providing training and development solutions to all levels of the organization.

- Created a highly skilled training department within three months of hire.
- Established policies and procedures to ensure that training needs were met for a dynamic start-up company
- Developed an in-house trainer certification program to ensure integrity and consistency in the delivery of training materials and of the corporate brand when using internal or external train-the-trainer options
- Produced company's first Customer Care Training Manual and Leader's Guide to support distance-learning, resulting in a 27% decrease in travel time and expense
- Consistently received excellent feedback when measuring the transfer of training from the classroom to the job
- Created a "knowledge base" of training materials and resources to improve internal functioning, quality scores, and information sharing across all business units

EDUCATION

Bachelor of Arts in Psychology, University of Kentucky, Lexington

2004

PROFESSIONAL DEVELOPMENT

Training Manager Certification	The Training Clinic, Seal Beach, CA	2005
Professional Coach & Mentor Certification	Perrone-Ambrose, Chicago, IL	2006
Organizational Development Certification	Linkage, Inc, Burlington, MA	2007

Have attended various professional development workshops, including:

The Instructional System Design Model	Managing the Training Function	Effective Management Skills
360-Degree Assessment & Analysis	Call Center Trends & Strategies	Measuring Training ROI
Developing Organizational Leaders	Ethics for T&D Professionals	Adult Learning Styles

PROFESSIONAL AFFILIATIONS

American Management Association (AMA)
Society for Human Resource Management (SHRM)
American Society for Training and Development (ASTD)