

SAMPLE RESUME:

FUNCTIONAL/CHRONOLOGICAL

TINA KELLY

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TRAINING PROFESSIONAL - SUMMARY OF FUNCTIONAL QUALIFICATIONS

Training Management

- Over 6 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, design, develop, deliver, and evaluate training initiatives.
- Have designed and facilitated courses covering a broad range of topics, including:
 - Leadership Development
 - 360-Degree Assessments
 - Interpersonal Communication
 - DiSC Personality Assessments
 - Transitioning into Management
 - Change Management
 - New-Hire Orientation
 - Performance Appraisals
 - Mentoring and Coaching
 - Collaborating for Success
 - Goal Setting
 - Team Building
 - Technical Skills
 - Call Center Quality
 - 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.
- Handle 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

Sr. Training & Organizational Effectiveness Specialist

2005 - Present

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

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- Manage the process of identifying and addressing employee development opportunities through focus groups, 360-degree assessments, and blended training solutions that include instructor-led 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

2002 - 2005

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 utilizing 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 - Psychology, University of Kentucky, Lexington, KY, 2001

PROFESSIONAL DEVELOPMENT

Training Manager Certification	The Training Clinic, Seal Beach, CA	2002
Professional Coach & Mentor Certification	Perrone-Ambrose, Chicago, IL	2003
Organizational Development Certification	Linkage, Inc, Burlington, MA	2004

Have attended various Professional Development Workshops, including:

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

PROFESSIONAL AFFILIATIONS

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