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Experienced Senior Trainer

SUMMARY OF QUALIFICATIONS

- Eight years of experience in stand-up training for managers, supervisors and sales personnel.
- Demonstrated abilities in needs assessment, and in the design, development, and evaluation of training programs.
- Gifted in motivating people toward higher achievements.
- Enthusiastic, energetic and highly creative.

WORK EXPERIENCE

Senior Trainer / Newton Medical Center / Los Angeles, CA / 2005 to present

- Conduct approximately 15 days of training per month on a wide variety of management topics.
- Designed a one-day communication training program which received an organizational award.
- Consult with and/or coach approximately 10 managers and supervisors monthly.
- Provide train-the-trainer sessions for 60 new trainers each year.

Director of Training / Human Possibility Systems, Inc. / La Habra, CA / 2002 to 2005

- Developed training programs, products and marketing strategies resulting in a 20% increase in revenues.
- Designed and delivered training courses in specialized technology to management and human resource personnel from 25 different companies.
- Designed and delivered 12 public seminars in a joint venture with a national training organization.
- Served as master trainer to teach specialized technology to 125 trainers and consultants.

Sales Trainer / Bales Department Stores / Los Angeles, CA / 1996 to 2002

- Trained approximately 300 sales personnel in selling skills and company procedures annually. • Trained 10 cashiers monthly in use of new electronic registers.
- Developed curriculum for training in new company policies, including 25-page manual.

EDUCATIONAL BACKGROUND

M.A. in Speech Communication / University of Southern California / Los Angeles, CA
B.A. in Communication / Azusa Pacific University / Azusa, CA

REFERENCES Available upon request