# NAME

TITLE
000-000-0000 / EMAIL / CITY, STATE, ZIP

**Profile**

Proin gravida nibh vel velit auctor aliquet. Proin gravida nibh vel velit auctor aliquet. Aenean sollicitudin, lorem quis bibendum auctor, nisi elit consequat ipsum, nec sagittis sem nibh id elit. Duis sed odio sit amet nibh ipsum.

**Experience**

**Call Center Trainer** - Company / Location
*MONTH YEAR - Present*
- **Job Description:** Designed and implemented effective training programs for over 200 employees, working with team leads to deliver results.
- **Outcomes:** Improved efficiency by 46% and improved employee retention by 25%.
- **Additional Competencies:** Assisted with hiring, trained employees on privacy laws, Do Not Call lists, and inbound and outbound calls.
- **Other:** Developed a new protocol for inter-departmental communications.

**Customer Service Trainer** - Company / Location
*MONTH YEAR  – MONTH YEAR*
- **Job Description:** Served as a customer service trainer for a large retail company, managing training and hiring for over 100 employees.
- **Outcomes:** Improved employee retention by 16% and implemented six new training programs.
- **Additional Competencies:** Provided training for inbound and outbound calls, customer retention, customer loyalty, privacy laws, and debt collection laws.
- **Other:** Designed and proposed six new training programs that led to a 40% improvement in efficiency.

**Project Experience**
- **Designing Training Programs:** I developed and launched effective training programs to help employees improve their customer service skills in both of my prior positions.
- **Business Owner:** Created my own business to provide branded training programs to significant firms.
- **Mentorship Program:** Created and launched a mentorship program in collaboration with the sales department to pair sales representatives with call center associates for improved operations.

**Education**

**Bachelor of Science in Communications -** University of South Carolina
*MONTH YEAR*
- GPA: 4.0
- AWARD
- AWARD

**Bachelor of Science in Business -** University of South Carolina
*May 2009*
- GPA: LIST
- AWARD
- AWARD

**Skills**

**Expertise**
- Organization
- Leadership
- Legal Expertise
- Technology and Telecommunications Equipment
- Call Center Software

**Licenses & Accreditations**

**Licenses & Accreditations**
- Certified in Microsoft Office and Google Suite
- Call Center Manager Certification
- SCRUM Certification
- Project Manager Certification