
Call Center Trainer Resume

Job Objective

Actively seeking Call Center Trainer Position where I can contribute the experience I have in this field to the success of company.

Highlights of Qualifications:

- Huge experience of delivering sales in inbound/outbound call center
 - Ability to deliver sales training that focuses on up-selling and cross-selling,
 - Familiarity with with instructional and curriculum design
 - Exceptional ability to inspire and motivate others to pursue accomplishments
 - Profound ability to assess learner's performance in the classroom
 - Ability to develop action plans to move those with substandard performance to the desired level of performance
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Professional Experience:

Call Center Trainer
Covance, Callicoon, NY
February 2009 – Present

- Designed and delivered call center training programs for employees.
- Scheduled New Hire training.
- Collaborated with management regarding new training procedures.
- Took part in Quality administration of Call Center.
- Applied and monitored adherence to standard call center operating procedures.
- Developed training programs for clients within call center.

Call Center Trainer
Aerotek, Callicoon, NY
September 2005 – January 2009

- Coordinated training programs for call center staff.
 - Mentored new sales consultants to achieve assigned targets.
 - Developed and monitored incentive programs.
 - Maintained measurement tools for competent training.
 - Recognized opportunities for operational enhancements to improve productivity.
 - Assisted with recruitment process in call center.
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Education:

Bachelor's Degree in Customer Care Management
Sojourner-Douglass College, Baltimore, MD

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