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## Customer Service Trainer Resume

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### Job Objective

Qualified Customer Service Trainer seeking situation that allows me to use my knowledge to gain business for the company and to bring about positive change.

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### Highlights of Qualifications:

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- Vast training delivery and facilitation and coaching experience
  - Profound knowledge of Customer Service Team procedures and policies
  - Strong communication, organizational, motivational and time management skills
  - Exceptional ability to perform multiple tasks
  - Ability to adjust quickly in short time frames with limited direct supervision
  - Strong ability to build rapport with others and create a team environment
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### Professional Experience:

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Customer Service Trainer  
Stericycle, Sugar Land, TX  
February 2009 – Present

- Developed professional customer service staff.
- Designed and applied programs and planned and achieved goals.
- Interacted with various call center departments regarding resource planning, human resources and help desk support.
- Received customer calls, approved calibrations and monitored CSR.
- Adhered to all applicable safety codes.
- Trained new Team Members with training materials.

Customer Service Trainer  
MetroCast Communications, Sugar Land, TX  
September 2005 – January 2009

- Assisted new customer service representatives.
  - Scheduled and oversaw training and coaching for associates.
  - Served as assistant trainer to support customer service expectations.
  - Provided weekly feedback to managers.
  - Assisted in enhancing and administrating development program for employees.
  - Established surveys and assessments for training programs.
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### Education:

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Bachelor's Degree in Service Management  
La Sierra University, Riverside, CA

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