

SARAH MILLER

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CORPORATE TRAINER

Dynamic, articulate, and ambitious Corporate Training Professional with a deep understanding of formulating innovative training and development programs that directly impact business performance. Exceptional ability to interpret business challenges and incorporate training modules to enhance productivity, elevate individual proficiency levels, and drive business continuity.

CORE COMPETENCIES:

- Curriculum Development & Instructional Design
- Sales & Customer Service Training Development
- Expert Speaking & Presentation Skills
- High-Performance Team Development
- Innovative Team Leadership
- Performance Management & Business Analytics

PROFESSIONAL HISTORY

SALES AND MARKETING, LLC, Hamden, CT (2008 - Present)

Corporate Trainer

- Provide in-store training on products to store personnel; consistently meet quotas and deliver effective training to Associates in the appliance and consumer electronics departments.
- Direct training classes and implement curriculum utilizing a variety of media while applying adult learning and instructional design principles.
- Coordinate the training of all new employees as needed.
- Measure attendees' ongoing retention of knowledge and utilize best interactive strategies in order to ensure a high level of proficiency.
- Evaluate client business requirements, perform training needs assessments, and provide custom product training adjustments to meet expectations.
- Continually recommend improvements for training documentation tools and user guides for end users.
- Provide feedback from the customers that will enhance the usability and functionality of the curriculum.
- Travel across the US to deliver in-store training and development to optimize performance results while maintaining support and training requirements for the home store.
- Contribute to the development of training decks for monthly conference calls and instructional design strategies for annual electronics road show.

ENTERPRISE RENT-A-CAR, Las Vegas, NV (2005 - 2009)

Management Trainee

- Selected to participate in the "Best of the Best" training program.
- Served as Area Corporate Accounts Manager and secured new business opportunities among commercial clients.
- Nominated MVP for sales results.
- Built exceptional business relationships with key vendor contacts and customers while consistently achieving all sales quotas and customer satisfaction requirements.

EDUCATION

Bachelor of Science, Business Management

UNIVERSITY OF PHOENIX, Jacksonville, FL