

**Tammy Carlisle**  
23 Dupont Street  
Baltimore, MD  
999-999-9999  
Tammycarlisle@aaa.com

**Objective:** Interested in a challenging position as a Call Center Trainer with a leading Call Center where I can implement my skills as a process/product trainer and further enhance my career.

**Experience:** 24/7 Teleservice Baltimore, MD  
**Call Center Trainer** 2006 to Present

- Provided employees with training based on company policies, systems and routines for handling customer service requests, following prescribed training program.
- Trained employees on the use of various service forms and company procedures, using training aids, such as tape recorder, videos and slides.
- Designed and created training curriculum in accordance with client and product requirements.
- Created training aids such as video aids, power point presentations, charts for training purposes.
- Created classes in LMS and updated daily performance and attendance on LMS for each class.
- Monitored and recorded trainees handling customer service calls for training purpose.
- Discussed process limitations and problems and suggested solutions for the same to the management.
- Conducted refresher and continuous education workshops for employees.
- Distributed course evaluation forms to students and reviewed responses.
- Evaluated and graded employee performance on a weekly basis during training and presented reports to the training manager.
- Trained employees on phone skills, etiquettes and soft skills
- Conferred with department managers on employee performance following training.
- Created weekly , biweekly and monthly performance reports for various classes.
- Provided clients with inputs on training curriculum, provided inputs on upgrades and changes to the curriculum to take care of the dynamics of the business.
- Trained new hire trainers and mentored them on training skills.

**Education:** State University of Maryland Baltimore, MD  
**Bachelors of Arts** 2007

**Key Skills:** Impeccable communication skills, positive, upbeat and highly energetic, highly skilled in computers, Knowledge of LMS, skilled at reporting, highly

proficient at the use of MS office

**References:** Available upon request