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**Objective:** An interesting and challenging position as a Training Manager with a leading Call Center.

**Experience:** Voices Teleservices Pvt Ltd Baltimore, MD  
**Training Manager** 2007 to Present

- Conducted orientation sessions and arranged on-the-job training for new hires.
- Prepared training budget for department and organization.
- Coordinated established courses with technical and professional courses provided by community schools and designated training procedures.
- Conferred with management and conducted surveys to identify training needs based on projected production processes, changes, and other factors.
- Trained and managed a team of 10 trainers.
- Analyzed training needs to develop new training programs and modified and improved existing programs.
- Developed and organized training manuals, multimedia visual aids, and other educational materials.
- Conducted and arranged for ongoing technical training and personal development classes for staff members.
- Developed testing and evaluation procedures.
- Evaluated instructor performance and the effectiveness of training programs, providing recommendations for improvement.
- Trained instructors and supervisors in techniques and skills for training and dealing with employees.
- Reviewed and evaluated training and apprenticeship programs for compliance with government standards.
- Planned, developed, and provided training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops.

Voices Teleservices Pvt. Ltd. Baltimore, MD  
**Trainer** 2004 to 2007

- Conducted continuous education sessions for employees based on feedback and training needs analysis.
- Recognized Training requirements and prepared resourceful training programs based on client requirements.
- Conducted refresher workshops and training sessions for employees who were slow to come up the learning curve.
- Assisted team in customer service training.
- Carried out regular call monitoring sessions for agents to identify gaps and incorporate them in the trainings.

- Took part in hiring process and sorted suitable candidates.
- Collaborated with Quality team members to identify trainings needs for employees.

**Education:** State University of Maryland Baltimore, MD  
**Masters of Business Administration** 2008

State University of Maryland Baltimore, MD  
**Bachelors of Arts** 2004

**References:** Available upon request