

**Debra Casperson**  
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**Objective:** Interested in a position as a Customer Service Trainer with a leading Call Center where I can impart knowledge and implements my skills as a trainer and enhance my career.

**Experience:** Delta World Customer Service Pvt Ltd Baltimore, MD  
**Customer Service Trainer** 2007 to Present

- Instructed employees on company policies, systems and routines for handling customer service requests, following prescribed training program.
- Explained service forms and company procedures, using training aids, such as tape recorder, videos and slides.
- Monitored and recorded trainees handling customer service calls.
- Discussed problems and suggested techniques for improvement.
- Distributed course evaluation forms to students and reviewed responses.
- Conferred with department managers on employee performance following
- Identified training needs of employees in the organization based on gap analysis.
- Developed and prepared process training curriculum and training material based on client needs and feedback.
- Recommended program enhancements and modified materials as needed based on inputs from training team.
- Assured to provide highest standards of service.
- Administered course evaluation and graded the performance of employees on these evaluations.
- Developed and improved technical content and publication material.
- Conducted trainings and workshops based on training needs analysis of departments.
- Created, Designed, modified and prepared instructional material like videos, power point presentations, charts etc for various training programs

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

**References:** Available upon request