

## MANDI ROBERTS

12 Oak Way • Oakbrook, NY 06901 • 561-555-1212 • info@careertactics.biz

### SENIOR LEVEL TRAINING LEADER

20 Years Training Experience for Fortune 500 Companies

*“A consistent record of igniting productivity/efficiency to enhance bottom line performance”*

- Developed a highly skilled workforce by combining high quality training programs and process improvements to increase productivity, deliver world-class customer service and significantly increase market share.
- Created key performance and training metrics together with reporting methods to link training impacts to job performance and business goals.
- Instrumental in implementation of learning tools, eg. LMS, LCMS and simulation training
- Established and managed multi-million dollar budgets.

Training and Development professional with extensive experience in designing training programs, facilitation, training metrics and process improvements. Proven abilities managing training teams both nationally and internationally, improving training program results, coaching senior leadership on strategic training decisions and achieving significant cost savings for Fortune 500 companies in the Wireless, Wireline and Outsourcing industries. Recognized for driving results, motivating others and creating fun in the process.

#### CORE COMPETENCIES

Training program development; process improvements  
Team leadership; key strategic alliances/partnerships  
High tech integration to optimize training

Project and Program Management  
Corporate/Career Coaching  
Budget planning and management.

#### EXPERIENCE

RALEIGH CORPORATION, Oakbrook , NY

2005 to Present

##### Senior Global Training Director

Oversee training, quality and instructional design with a staff of 150 employees in Wireless, Wireline and Automotive Call Centers in America, Canada, India and the Philippines. Globally support over 10,000 agents in twenty sites. Develop training programs to enhance customer experience.

- Improved efficiency by instituting innovative training techniques including performance-based learning curricula and unique training technologies. Reduction in training hours and implementation of eLearning resulted in year-end savings of over \$350,000.
- Restructured internal training and quality functions to better serve operations and improve performance and training results. Acknowledged as ‘true partners’ by Vice President of Operations.
- Created team leader certification program resulting in increased job satisfaction for 500 team leaders which improved operational effectiveness.

BAKER CORPORATION, Olive Beach, CA

1988-2005

##### National Metrics & Evaluation Manager (2003-2005)

Established a training metrics and evaluation function for customer service and sales training. Built a team of training measurement experts to improve training evaluation processes. Aligned with senior leadership and key stakeholders on training measurement strategies to identify program gaps, performance outcomes and ROI. Managed department budget

- Instituted training metric guidelines based on accepted metric standards (Kirkpatrick Model) for instructional designers, trainers and managers. Resulted in documented evaluation procedures to measure training results and related performance in a consistent manner.
- Launched innovative web-based tools to provide Operations with easy access to training metrics.
- Developed and managed an annual budget of \$15 million for entire training organization with adherence to budget expectations.

##### National Training Director, Olive Beach, CA (1998-2003)

Restructured regional training entities into a single North American training organization for all Customer Services functions. Systematized training development processes, consolidated curricula and provided consistent training throughout organization. Assembled a strong, professional team to develop national training curricula delivered to 17,000 employees.

- Collaborated with senior management to establish twelve (12) national new hire training programs, key training metrics, advanced training curricula, and trainer certifications, all of which led to across the board performance improvements and increased customer satisfaction.
- Initiated various blended learning methodologies including e-learning, simulations and hands-on experiences resulting in streamlined curricula and \$1 million in cost savings.
- Partnered with national operations to establish communication mechanisms which led to continuous training improvements such as reducing redundancies in all training programs and ‘just in time’ training.
- Developed various career development programs including the business associate and business professional program as well as an on-line career-pathing processes with self-assessments and guidelines for completion. These programs lowered turnover and increased job satisfaction.

##### Eastern Area Training Director, San Diego, CA (1994-1998)

Aligned with regional training teams to develop strategic customer care training goals and key objectives.

- Planned and developed ‘virtual’ training programs for uniform national rollouts
- Built a strong business/educational alliance with high school administrators to design an apprenticeship program for high school seniors. Many apprentices eventually became full time employees. Won the Florida Commissioner of Education Business Recognition Award and the Palm Beach County Business Award for alliance’s success.

**Southeast Training Manager**, San Francisco, CA (1988-1994)

Developed and delivered new hire and ongoing training to a target audience of 500 customer care representatives and managers. Led strategic planning and team building sessions.

**EDUCATION**

Masters Degree, Education

NEW YORK UNIVERSITY, New York, NY

Bachelor of Arts Degree, Psychology

PENN STATE, College Station, PA

**PROFESSIONAL DEVELOPMENT AND TRAINING**

**Certifications**

Certified Professional Career Coach (CPCC) – PARW/CC

Bottom-Line Supervisory Leadership - PCI

Managing Personal Growth – Blessing and White

Accelerated Learning - Robinson/Meier

Legendary Service – Blanchard Training

Social Styles - Wilson Learning

**Awards**

Three-time Circle of Excellence Winner - Individual and Team Awards

**Professional Presentations**

International Customer Services Association Conference

International Quality & Productivity Center

Call Center Exchange

**AFFILIATIONS**

American Society of Training and Development