

Mandi Roberts

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Summary:

Focused and results-driven corporate training leader with 20+ years experience encompassing a steady progression of increasing accomplishments and responsibilities and active involvement in many major strategic decisions. Proven ability to provide team spirited leadership resulting in maximum productivity and cost savings.

Qualifications:

- Demonstrated ability as an effective corporate training leader and manager
- Excellent knowledge and experience with significant trends in corporate training including blended learning, e-learning, desktop training, accelerated learning techniques and team building
- Background includes sales and marketing operations.
- Primary strengths are excellent leadership, analytical, communication and interpersonal skills.

Experience

Baker Corporation - 1988 to Present

National Training Director – Customer Services

- Gained national recognition as a results oriented regional training director with proven track record
- Provides cost effective training to large multi-functional call centers in US and Canada: in one year saved company \$800,000 in training-related expenses; 23 call centers over 17,000 employees
- Built cohesive team of professional Instructional Developers, Multi-media Specialists and Web Analysts who create world class customer services training for 26 call center training delivery teams
- Partner with Vice Presidents, Directors and Managers to align training with operational needs; established continuous feedback and communication mechanisms for improvements
- Motivate and educate team on current training strategies including information mapping, proven learning designs, pre- and post assessments, on-line training formats, videos, job aids, training alerts
- Serve on various national task teams covering areas such as career pathing, change management, customer retention, process improvements, etc.
- Measurements
- Proven track record in building highly effective teams
- Strategic planning and implementation of national training
- Proactive ...of delivery methods including web-based learning, job simulations
- Career development ...core competencies, skill sets, learning plans; strategic planning; task force
- Vendor interaction – DDI, Simtrex, Knowlagent, Click to Learn
- Streamlined, gained efficiencies, reduced redundancies
- Provide curriculum even outside own functional area

Skilled at effectively inspiring team members to attain

Eastern Area Training Director - Customer Services

- Worked with regional and national management teams to develop strategic customer care training goals and key objectives; provided consultation to regional customer care teams regarding organizational structure and staff development for in-center training teams; prepared and managed an annual budget in excess of \$1 million.
- Planned and developed 'virtual' training programs for national rollout in all customer care centers; implemented quality assurance processes including assessments, surveys and feedback sessions; aligned training methodologies in all care centers.
- Trained, developed and motivated a core team of ten (10) senior, professional trainers; led strategic planning sessions and team building; provided opportunities for professional staff development. This team delivered customer service training and education to a target audience of five hundred (500) representatives, supervisors and managers who handled over one million Southeast Region cellular subscribers.
- Directed external consultants in the strategic planning and design of training initiatives including new hire programs, certification programs for instructors, leadership and skill development for instructional development managers.
- Utilized the latest in accelerated learning techniques and learning style inventories.
- Led the design of on-line curriculum prototypes and Web-based training methods.

New York Telephone

Human Resources Manager - Training and Organizational Development

As a Human Resources manager at NYNEX my responsibilities included:

- Provided organizational development consulting on work design, job enrichment and team building, to numerous functional areas. Trained 100 corporate trainers increasing their effectiveness in presentation skills, group dynamics, adult learning theory, and facilitation skills. Streamlined corporate training materials and improved training development processes. Developed and implemented basic skills training, diagnostic testing instruments, employee satisfaction surveys. Assessed management skills of 200 employees; developed assessment programs and trained assessors for implementation.

Sales Manager - Westchester Market

- Managed a team of 23 Account Executives selling PBX and key equipment for New York Telephone; responsible for several vertical markets; analyzed customer's business needs; developed telecommunication strategy and recommendations based on business size, goals, growth potential, etc. Responsible for \$19M in revenue.

EDUCATION:

PENN STATE (College Station, PA) - B.A. in Psychology

New York University - M.Ed. in Psychometrics (Tests and Measurements)

ADDITIONAL ACHIEVEMENTS:

- 3 time Circle of Excellence Winner - Individual and Team Awards
- President's Club (NYNEX)
- Articles: "Power Up with PHONE Power"
"Up Your Collections"
"Improving Successful Customer Relationships"
- Presenter at: International Customer Services Association Conference -1995
International Quality & Productivity Center – 2000
Call Center Exchange - 2001
- Certifications: Bottom-Line Supervisory Leadership (PCI);
Legendary Service (Blanchard Training and Development);
Designer's Edge (Allen Communication)
Managing Personal Growth (Blessing and White);
Successful Customer Relationships (Success Sciences);
Accelerated Learning (Anne Durham Robinson);
Social Styles (Wilson Learning);
Complaint is A Gift (TMI);
Personal Development (NTL)
Simmons Personal Interest Inventory
- Earned 1997 Commissioner of Education Business Recognition Award
1997 County Business Award