Terry Training

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Training & Development Specialist

**Developing and delivering learning programs that build critical employee skills
and equip companies with talent needed to thrive, grow, and capture emerging opportunities.**

***Career Snapshot* Learning Specialist,** 2 years: Delivering MassMutual’s flagship management development program.

 **Instructional Designer,** 1 year: Improving customer satisfaction and employee retention for Ikea.

***Memberships*** Society for Human Resource Management (SHRM) • Association of Talent Development (ATD)

***Languages*** Bilingual English/Spanish

Experience

**Learning Specialist,** MASSACHUSETTS MUTUAL, Worcester, MA, 2020-Present

Brought on board as principal Learning Specialist for the company’s renowned “Stepladder” manager development program. Work closely with Director of Training and Development to deliver a timely, effective, and valuable learning experience for employees recognized as having the potential to become business leaders.

***Achievement Highlights***

* Assisted in streamlining the Stepladder program from 18 weekly sessions to 4 full-day monthly programs—providing a richer learning experience and greater opportunity to practice new skills in real-world business environments.
* Partnered with business leaders to identify and evaluate Stepladder candidates.
* Redesigned the Stepladder orientation program, creating video sessions to convey fundamental information prior to program start.
* Conceived new method for grading student assignments that saved time while providing more valuable feedback to HR and management.

**Instructional Designer, Call Center Operations,** IKEA, Norwood, MA, 2019-2020

Identified training gaps, built curriculum, and delivered call-center training with goals to (1) drive customer service metrics and (2) reduce employee turnover in a high-attrition industry.

***Achievement Highlights***

* Customer service surveys improved from 50% “very satisfied” to 80% within 1 year.
* Employee turnover fell by 50% within 6 months of launch of new program designed to empower employees with independent decision-making for many customer issues.

**Prior Experience:** Call Center Associate, Ikea (18 months) •Grade 9 English Teacher, Boston Public Schools (2 years)

Education and Professional Development

**Degree:** Bachelor of Arts in Secondary Education, Lesley University, Boston, MA

**Recent Training (ATD):** eLearning and Mobile Best Practices • Management Learning Programs • Team Building