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EXPERTISE SKILLS

- Curriculum Development
- Instructional Design
- Performance Management
- Financial Literacy
- Leadership Training
- Evaluation Metrics

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Master of Education (M.Ed), Adult Learning, University of Southern California

REFERENCES

John Smith

Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson

Director, Innovation Labs
sarah.j@email.com

Michael Brown

VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

TRAINING PROGRAM MANAGER

Strategic Banking Trainer with a robust background in financial services and a keen focus on developing high-impact training solutions for banking professionals. Expertise encompasses curriculum development, instructional design, and performance management. Demonstrates an exceptional ability to engage learners through innovative training techniques and real-world applications. Proven history of enhancing employee capabilities, which translates into improved customer service and operational efficiency.

PROFESSIONAL EXPERIENCE

Equity Bank

Mar 2018 - Present

Training Program Manager

- Oversaw the development and implementation of a bank-wide training strategy.
- Conducted workshops on financial literacy for both staff and clients.
- Utilized blended learning approaches to cater to different learning preferences.
- Assessed training effectiveness through comprehensive evaluation metrics.
- Facilitated leadership training sessions for mid-level management.
- Collaborated with HR to integrate training into employee performance reviews.

Regional Bank Corp

Dec 2015 - Jan 2018

Senior Banking Educator

- Designed and delivered training programs on banking products and services.
- Evaluated training needs through surveys and focus groups.
- Created multimedia training content to enhance engagement.
- Provided ongoing support and resources to trainees post-completion.
- Implemented a mentorship program for new trainers.
- Tracked training outcomes and reported on effectiveness to senior management.

ACHIEVEMENTS

- Achieved a 95% completion rate for training programs over the last three years.
- Successfully launched a financial literacy initiative that reached over 1,000 clients.
- Recognized for excellence in training by the National Association of Bank Trainers in 2021.