MA

Michael Anderson
LEAD TECHNICAL TRAINER

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SKILLS

- Technical Training
- Data Analytics
- Instructional Design
- Communication Skills
- Mentorship
- LMS Management

EDUCATION

BACHELOR OF ARTS IN COMMUNICATIONS, UNIVERSITY OF TELECOMMUNICATIONS, 2014

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Received 'Top Trainer' award for exceptional training delivery in 2021.
- Increased employee engagement in training programs by 45% through innovative techniques.
- Successfully launched a training platform that improved user satisfaction scores by 50%.

Dynamic Technical Training Quality Specialist with over 9 years of experience in the telecommunications industry. Specialized in creating and delivering technical training programs that enhance employee proficiency in complex systems and technologies. Proven ability to analyze learning needs and develop customized training solutions that drive performance and efficiency. Strong communicator with a talent for simplifying technical concepts for diverse audiences.

EXPERIENCE

LEAD TECHNICAL TRAINER
Telecom Solutions Group
2016 - Present

- Developed and delivered technical training programs for over 500 employees, increasing system usage efficiency by 25%.
- Utilized data analytics to assess training outcomes and adjust programs accordingly.
- Collaborated with subject matter experts to create accurate and relevant training content.
- Implemented a mentorship program that paired new hires with experienced employees.
- Facilitated training sessions both in-person and virtually to accommodate diverse learning preferences.
- Created interactive training materials that improved engagement and retention rates.

TRAINING DEVELOPMENT COORDINATOR
NextGen Telecom
2014 - 2016

- Coordinated the development of training schedules and managed resources for training programs.
- Assisted in the transition to a new LMS, enhancing overall training accessibility.
- Conducted training needs assessments to identify skill gaps and develop targeted programs.
- Developed training evaluations to measure learner competency post-training.
- Facilitated workshops to improve delivery skills of technical trainers.
- Achieved recognition for developing a training initiative that reduced onboarding time by 30%.