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SKILLS

- Training Strategy
- Needs Assessment
- Blended Learning
- Leadership Development
- Customer Service Excellence
- Continuous Improvement

EDUCATION

BACHELOR OF SCIENCE IN HUMAN RESOURCES, UNIVERSITY OF MICHIGAN, 2011

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Recognized for developing a training strategy that resulted in a 25% increase in sales.
- Improved training satisfaction ratings by 30% through innovative program design.
- Awarded 'Outstanding Trainer' by the National Travel Association.

Michael Anderson

LEARNING AND DEVELOPMENT MANAGER

Strategic Learning and Development Consultant with a focus on the travel services sector. Extensive experience in designing and implementing training frameworks that drive employee performance and enhance customer satisfaction. Expertise in identifying learning needs and developing targeted solutions that align with organizational goals. Adept at leveraging technology to create blended learning experiences that cater to diverse learning styles.

EXPERIENCE

LEARNING AND DEVELOPMENT MANAGER

Travel Leaders Group

2016 - Present

- Developed and implemented a comprehensive training strategy that improved employee performance metrics.
- Conducted training needs assessments to identify gaps and opportunities for improvement.
- Facilitated leadership training sessions that prepared staff for management roles.
- Utilized blended learning approaches to enhance training effectiveness.
- Monitored training outcomes and adjusted programs based on participant feedback.
- Achieved a 20% increase in employee engagement scores through targeted initiatives.

TRAVEL SERVICES TRAINER

Voyage Travel Agency

2014 - 2016

- Conducted training sessions on travel policies and customer service standards.
- Created training manuals and resources for ongoing staff development.
- Facilitated role-playing scenarios to enhance service delivery skills.
- Monitored participant progress and provided individualized coaching.
- Collaborated with management to align training with business objectives.
- Achieved a 15% reduction in customer complaints through effective training.