

Glendora Mccagg

Corporate Trainer

Profile

Results-driven Corporate Trainer with 2 years of experience in designing and delivering engaging learning solutions for diverse industries. Proficient in conducting needs assessments, developing customized training programs, and facilitating effective learning sessions. Demonstrated ability to enhance employee performance, improve productivity, and foster a positive work culture. Adept at using innovative teaching methods and creating an interactive learning environment. Committed to continuous improvement and passionate about empowering employees to achieve their full potential.

Employment History

Corporate Trainer at Arkansas Corporate Training Solutions, AR

Feb 2023 - Present

- Successfully trained over 500 employees in various industries, resulting in a 95% satisfaction rate among participants and a 20% increase in overall productivity.
- Developed and implemented a comprehensive customer service training program for a major retail client, which led to a 30% reduction in customer complaints and a 15% increase in customer retention rates.
- Designed and facilitated a leadership development program for middle managers, resulting in a 25% increase in promotion rates within the company and a 10% improvement in employee engagement scores.
- Streamlined the onboarding process for new hires, reducing the average time-to-productivity by 40% and decreasing employee turnover by 15% during the first six months of employment.

Associate Corporate Trainer at Dale Carnegie Training Arkansas, AR

Aug 2021 - Dec 2022

- Successfully trained over 500 employees in various corporate programs, resulting in a 20% increase in overall productivity and a 15% improvement in employee satisfaction rates within one year.
- Implemented a new hands-on training approach that increased participant engagement by 30% and reduced the average training completion time by 25%, leading to more efficient and effective learning experiences.
- Developed a customized training program for a major client, resulting in a 10% increase in sales and a 12% growth in customer retention rates within six months.

Certificates

Certified Professional in Training Management (CPTM)

Jan 2022

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📍 123 Oak Street, Little Rock, AR 72201

Education

Bachelor of Arts in Business Administration and Training at University of Arkansas, Fayetteville, AR

Sep 2017 - May 2021

Relevant Coursework: Business Management, Marketing, Financial Accounting, Human Resources, Organizational Behavior, Business Law, Economics, Operations Management, Business Ethics, and Corporate Training Techniques.

Links

[linkedin.com/in/glendoramccagg](https://www.linkedin.com/in/glendoramccagg)

Skills

PowerPoint

Zoom

Articulate Storyline

Adobe Captivate

Microsoft Teams

Google Workspace

Slack

Languages

English

Mandarin