

# Kodi Wolos

Product Trainer

## Profile

Results-driven Product Trainer with 2 years of experience in designing and delivering comprehensive training programs for diverse products. Demonstrated success in enhancing product knowledge, improving sales performance, and optimizing customer satisfaction. Adept at identifying training needs, developing engaging content, and fostering a positive learning environment. Strong communicator with exceptional presentation skills and a proven ability to adapt training strategies to meet individual and group needs.

## Employment History

### Product Trainer at Datalogic Scanning Inc., OR

May 2023 - Present

- Developed and implemented a comprehensive product training program for Datalogic Scanning Inc., resulting in a 50% increase in employee product knowledge and a 35% reduction in customer support calls.
- Successfully trained over 200 employees, including sales representatives and technical support staff, on the latest Datalogic scanning products and technology, leading to a 25% increase in sales and a 20% improvement in customer satisfaction ratings.
- Created a series of engaging and interactive e-learning modules that were used by over 500 employees worldwide, reducing the need for in-person training sessions by 40% and saving the company \$150,000 in travel expenses.
- Conducted a thorough analysis of the company's existing product training materials and identified key areas for improvement, resulting in an overall increase in training effectiveness and a 30% reduction in time spent onboarding new employees.

### Associate Product Trainer at Salesforce, OR

Jul 2021 - Apr 2023

- Developed and executed a comprehensive product training program for over 200 new Salesforce associates within the first year, resulting in a 25% reduction in ramp-up time for new hires.
- Increased customer satisfaction ratings by 15% through the implementation of personalized, hands-on training sessions that focused on addressing individual needs and challenges faced by Salesforce users.
- Collaborated with the product development team to create engaging training materials, leading to a 20% increase in overall associate engagement and knowledge retention.
- Successfully identified and addressed knowledge gaps among existing associates through the design and delivery of targeted refresher courses, resulting in a 10% improvement in team performance metrics.

## Education

## Details

[kodi.wolos@gmail.com](mailto:kodi.wolos@gmail.com)

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## Links

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

## Skills

Salesforce proficiency

Zoom expertise

Slack navigation

Asana mastery

Trello fluency

Microsoft Teams adeptness

Google Workspace command

## Languages

English

German

## Hobbies

Photography

Gardening

Playing musical instruments