

Ursula Fleischmann

Training Specialist

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📍 1234 Oak Street, Springfield, IL 62704

EDUCATION

Bachelor of Arts in Education and Training Management at University of Illinois at Urbana-Champaign, IL

Sep 2016 - May 2021

Relevant Coursework: Curriculum Development, Instructional Design, Educational Leadership, Classroom Management, Assessment and Evaluation, Educational Psychology, Special Education, Diversity and Inclusion, Learning Theories, and Educational Technology.

LINKS

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

SKILLS

Instructional Design

ELearning Development

Articulate Storyline

Adobe Captivate

Learning Management Systems (LMS)

SCORM Compliance

Gamification Strategies

LANGUAGES

English

Japanese

PROFILE

Training Specialist with 2 years of experience in designing, developing, and delivering engaging and effective training programs. Proficient in conducting needs assessments, creating customized learning solutions, and evaluating training effectiveness. Strong communication and interpersonal skills, with a proven ability to collaborate with diverse teams and manage multiple projects simultaneously. Committed to fostering a continuous learning culture and enhancing employee performance and development.

EMPLOYMENT HISTORY

● Training Specialist at Allstate Insurance Company, IL

Mar 2023 - Present

- Implemented a new training program for over 500 employees, resulting in a 25% increase in overall productivity and a 15% reduction in onboarding time for new hires.
- Developed and facilitated a series of virtual workshops for 300+ sales agents, leading to a 20% increase in sales and a 10% improvement in customer satisfaction ratings.
- Collaborated with cross-functional teams to create and deliver a comprehensive compliance training program, resulting in a 100% pass rate for all employees and a 50% reduction in compliance-related incidents.
- Designed and executed an evaluation system to assess the effectiveness of training initiatives, leading to data-driven improvements in training content and delivery methods, and a 30% increase in employee engagement during training sessions.

● Associate Training Specialist at Discover Financial Services, IL

Sep 2021 - Jan 2023

- Successfully designed and implemented a comprehensive training program for 150+ new employees, resulting in a 30% reduction in onboarding time and a 25% increase in employee performance metrics within the first three months.
- Streamlined the training content delivery process by incorporating e-learning modules and interactive workshops, leading to a 20% improvement in trainee engagement and a 15% increase in knowledge retention rates.
- Developed and administered targeted skill assessments for 500+ employees, identifying skill gaps and providing customized training solutions, which contributed to a 10% increase in overall workforce productivity within six months.

CERTIFICATES

Certified Professional in Training Management (CPTM)

Feb 2022

Association for Talent Development Master Trainer Certification

Mar 2020

MEMBERSHIPS