

# A. Typical Resume

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## ORGANIZATIONAL TRAINING AND DEVELOPMENT SPECIALIST

Offering 15+ years of experience as a training and development specialist with a strong focus on organizational development. Proven leader demonstrating integrity, strong business ethics, and the energy to influence and build responsive, competitive teams focused on continuous improvement. Outstanding record in designing and facilitating innovative programs that increase revenues, customer satisfaction and employee motivation. Key areas of expertise include:

- Group Facilitation
- Change Management
- Team Building
- Needs Analysis
- Conference Planning
- Instructional Design
- Performance Improvement
- Human Resources
- Project Planning
- Client Relationship Building
- Process Engineering
- Sales and Technical Training
- Motivational Speaking
- Budget Setting and Monitoring
- Program Development/Delivery

## SELECTED ACHIEVEMENTS

- Ensured success of key ABC Insurance Co. initiatives by managing the broker development function to support strategic broker relations through the ongoing development and education of employees for over 2000 brokerages.
- Spearheaded the design and development of numerous training programs. Worked with an external vendor to create a national sales training program for brokers and delivered over 75 sessions of the program in 6 provinces.
- Improved corporate culture, product knowledge and customer / broker service as national in-house training facilitator for over 2000 ABC Insurance Co. employees at all levels.
- Developed, coordinated and facilitated change management and cultural transformation workshops to assist employees with corporate and personal issues arising from major downsizing and restructuring.
- Worked with ABC Insurance Co.'s national sales forces to increase revenue by determining ongoing sales training and cultural transformation needs.

## EXPERIENCE

### *ABC Insurance Co., Broker Training Consultant, Anytown, ON, 20xx to 20xx*

Managed the broker development function to successfully improve strategic broker relations and increase revenue by coaching brokers through their training and organizational development needs and responding to broker feedback. Designed, coordinated, organized and facilitated numerous programs, meetings and conferences including:

- Management of all aspects of the Executive Leadership Program launch including curriculum, staff, venue and entertainment. Worked within a 90K budget to deliver the 3.5 day program involving twelve guest speakers and twenty participants.
- A five day Train the Trainer session for provincial technical coordinators to facilitate broker training programs.
- Introduction of a highly successful comprehensive broker training function within ING including new programs, processes, curriculum, staff and marketing. Replaced a two course offering with a full calendar of courses that generated high demand through word of mouth.
- The Regional Branch Manager Program to ensure consistent corporate branding and customer service standards throughout the organization.
- A National Broker Advisory Panel to improve services and corporate culture based on broker and client feedback.

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*DEF Insurance Co., Sales Development Specialist / Learning Consultant, Anytown, ON, 19xx to 20xx*

As Training & Development Specialist from 1994 to 1998, worked as the national in-house facilitator of training to over 2000 employees at all levels. Promoted to Sales Development Specialist / Learning Consultant in 1998 and became the national in-house specialist for distribution development and sales training for DEF's broker channel and internal sales staff. Key achievements in these positions included:

- Designed, developed and delivered advanced sales courses for 50 attendees of the Alberta CSR Broker Convention.
- Delivered motivational and educational speech introducing the national continuing education program to 150 attendees of the annual leadership and Elite Broker Conference in Alberta.
- Designed, developed and delivered commercial lines producer and personal lines CSR training program for the Brokers Association in Alberta and Ontario. Program improved working relations between Alberta and Ontario offices, generated more broker awareness of DEF Insurance Co. and added value to preferred brokers.
- Co-developed, coordinated and facilitated three annual leadership conferences attended by over 400 upper management team members.
- Created a Personal Insurance On-the-Job training manual that received company-wide acceptance.
- Streamlined a 5 day management program to 3 days by analyzing curriculum and identifying duplication, in order to meet specific human resource needs.
- Worked closely with the commercial lines manufacturing business unit to meet their specific human resource and performance improvement needs.

### ADDITIONAL SKILLS

- Ability to orchestrate the total environment for learning to create powerful learning experiences quickly for any content and audience.
- Exceptional communication skills, both verbal and written, demonstrated through the successful interaction with clients and employees at all organizational levels; and the ability to build and maintain long-term professional relationships.
- Known for an outstanding ability to meet and exceed high expectations while working with a high degree of autonomy or as a member of a cooperative team unit.
- Vast knowledge and expertise for design, development and facilitation of training programs, courses, workshops, meetings and conferences on a provincial and national level.

### EDUCATION AND TRAINING

***Adult Education Certificate, Anticipated completion 20xx***

*ABC University* - All modules complete, two evaluations remaining to complete certification requirements.

***Accelerated Learning Workshop, 19xx***

*ABC Centre for Accelerated Learning* - Workshop designed to teach participants how to use the accelerated learning approach to make learning more effective, while saving both time and money, by speeding and improving quality of learning.

***General Insurance Essentials, 19xx***

*Insurance Institute of Canada*

***Human Resource Management Certificate, 19xx***

*University of Anytown* - Educational requirements complete. Certificate to be awarded on completion of practicum requirement.