

Anthony Trevino

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OVERVIEW

Transformational training manager with over 15 years of experience in various training and development roles including 5 years experience in Instructional Design utilizing the Articulate 360 Suite. Expertise in working with diverse groups of individuals, identifying problem areas, and assessing business needs. Skilled at measuring metrics, needs analysis, and process development. In search of a new role with a company that values employee training success.

Key Accomplishments:

- Created a Power App to track all updates to LMS with edit capabilities for Instructional Design team, and management oversight.
- Created and maintained MS Sharepoint sites utilizing built in PowerAutomate to monitor and generate reports to business partners on a weekly and monthly cadence schedule
- Created new training, and micro learning lessons for contact center employees around Renewable Energy, with a built in simulation of real world examples to check for understanding.
- Built new trainings for the NICE Telecommunication System, with a fully mapped out 11 tree branch simulation.
- Created Power BI App utilized for Tracking Training Design progress with Power Automation email added capabilities.
- Led Safety Stand Up meetings as Training Team liaison, working with corporate safety on Monthly Audits and reports.
- Achieved and Apply Certified T4 Credential, allowing to deliver “Train the Trainer” trainings, deliver six business lines, and participate in coaching trainers.
- Worked with FlagStar Bank to create a call center; trained and developed employees, and provided timely updates, resulting in a successful contact center startup.

EXPERTISE

Training Program Development | Strategic Planning | Quality Auditing/Assurance | Client Relations | Data Analysis | Needs Analysis Assessment | Incentive Programs | New Hire Orientations | Call Center Operations | C-Suite Communications | Remote Learning/Training | Online Reporting | Metric Measurement | Evaluations | Kaizen Methodologies | Articulate360 Storyline & Rise 360 | Auto Manufacturing Training and Development | OSHA 30 Certified | OSHA Audit and Compliance | Vyond Video | Help and Manual | Power Automate | Power BI | Microsoft Publisher | LMS Administration |

PROFESSIONAL EXPERIENCE

Instructional Designer/Trainer / FEB 2022 – Present

DTE | FEB 2022 - Present

- Create and design training to meet new hire and existing training needs utilizing ARTICULATE 360 Storyline, Rise360, and Microsoft Publisher.
- Created and maintained MS Sharepoint sites utilizing with built in PowerAutomate features to monitor reporting features to process and content owners on a weekly and monthly cadence schedule
- Maintain regular updates to LMS and new hire materials by meeting with business process owners and applying operational feedback
- Run weekly reports on completed trainings and student survey's on existing trainings and apply feedback from new hire class
- Create training videos using Vyond online video tool, with inclusive and diverse cast and voice overs.
- Lead remediation of new hires content when under a performance improvement plan which includes role plays, assessments, and call center tool use
- Create GAP analysis on existing training and present to leadership with recommendations on updates and changes
- Created and maintain Sharepoint sites utilizing PowerAutomate to automate reporting features to process and content owners on a weekly and monthly cadence schedule
- Created and presented new processes to leadership for implementation following ISO 9000 standards

Contract New Hire Trainer / OCT 2022 – FEB 2022**Synectics | NOV 2021 - FEB 2022**

- Hired to support DTE's new hire training virtually and establish working relationship between Synectics and DTE.
- Created new Training Schedule for training to fully map the training processes with new employees
- Supported New Hires during initial call taking through a nesting period focused on tool and resource utilization.
- Provided feedback for new hire training with recommendations which included activities, job aids, and knowledge assessments.

Training Coordinator / Safety Coordinator | OCT 2020 – NOV 2021**Challenge MFG | OCT 2020 - NOV 2021**

- Reviewed time cards for new hires each week to support Payroll Department and audited/adjusted times for accuracy and consistency.
 - Audited and created new hire competency goals to audit each week and month to track speed to competency results
 - Created PIP's and incorporated a "Buddy" system to improve performance of new hires who were new to Automotive
 - Supported IATF Audit efforts by creating technical documents for new process and made available into PLEX.
 - Created work process to upload and share data with IATF Auditors to allow for full auditing for core competencies
 - Supported Safe launch by working with floor leadership completing additional on the floor training with MIG and Quality policy updates.
 - Took additional OSHA 30 class and obtained certification to support Training and active Safety needs on the floor.
 - Created Safety Incident reports working with both the floor leadership, management support, as well as Corporate Safety to both maintain records as well as record and submit new incidents while following OSHA Standards.
 - Created Badges, Access, established Plex base permissions, and PPE access to support incoming new hires as well as troubleshooted basic issues for each as applicable.
- Led safety meetings with members of management, corporate, and those on the floor to help meet and drive safety needs as identified.
- Conducted safety walks with Management and Floor support, to support and maintain OSHA standards as well as foster a culture of Safety
- Created and updated Training Materials using the Articulate360 Storyline and Rise 360.
 - Utilized an LMS system to create classes, track, update, assign, and maintain all training records. Also created multiple reports to present leadership on training needs of new and existing employees.

Trainer and Training Development Liaison | APR 2014 – OCT2020**Kelly Services | NOV 2011 – OCT 2020**

- Create/maintain a reward and incentive program using gamification, resulting in employee turnover rate of less than 15% post-training.
 - Conducted new employee trainings and training orientations in three week increments with 20-30 students per class; identify struggling students and offer individual support and instruction.
 - Assisted with regular classroom duties, conducted observations, sub for missing trainers, and mentor new part time trainers.
 - Coach students on disciplinary problems to ensure optimal learning abilities.
- Audit other trainers and complete two – three coaching sessions a day based on classroom environment for learners, types of intros/attention steps given, metaphor examples, communication skills, level of question difficulty, and all objective goals.
- Analyze data obtained from training audits with leadership and work on developmental areas for trainers in need of meeting expectations and offer support to those showing success.
 - One of four individuals who established a new 5 additional lines of business with client for a call center while leading 30 advisers, creating smart plans, and metric measurement.