


Jamie Wilson

Bank Trainer

Engaging bank trainer with 5+ years of experience designing and delivering training programs for branch and call-center staff across retail banking environments. Developed 12 e-learning courses and 40 in-person workshops improving training completion from 70% to 98%, coached 200+ employees achieving a 25% boost in product adoption, and enabled regional rollouts through a certified train-the-trainer program at First Horizon Bank. Skilled in curriculum design, performance coaching, learning management systems, and measuring training effectiveness through post-program assessment.

CONTACT INFORMATION

 (555) 000-0000

 email@example.com

 City, ST

EDUCATION

Bachelor of Science in Education
State University, City, ST
May 2016

KEY SKILLS

- Curriculum design and e-learning development
- Classroom and virtual training facilitation
- Train-the-trainer program design and certification
- Performance coaching and skills assessment
- Learning management system (LMS) administration
- Training needs analysis and gap assessment
- Job-aid and SOP manual development
- Post-training evaluation and effectiveness measurement
- New hire onboarding and product launch training

PROFESSIONAL EXPERIENCE

Bank Trainer | First Horizon Bank | City, ST
March 2018 – Present

- Developed 12 e-learning modules and 40 instructor-led workshops covering banking products, sales techniques, and compliance topics, improving training completion rates from 70% to 98% across 500+ enrolled employees
- Coached 200+ branch and call-center employees on new product launches and sales techniques, driving a 25% increase in product adoption within the first quarter post-training across 3 consecutive launches
- Designed and facilitated a train-the-trainer certification program, developing 6 regional certified trainers who enabled scalable rollouts across 15 branch locations without central training team involvement
- Administered the bank's LMS for 800+ learners including course publishing, enrollment management, and completion reporting, maintaining a 96% on-time completion rate for all mandatory training modules
- Partnered with compliance, products, and operations teams on 8 annual new-hire orientation cohorts, delivering a 4-week blended learning program that reduced time-to-proficiency from 90 days to 60 days
- Designed pre- and post-training assessments with statistical analysis of score improvements, demonstrating an average knowledge gain of 42 percentage points per course completion

Instructional Designer | Regional Credit Union | City, ST
June 2016 – February 2018

- Collaborated with subject matter experts across 10 branch roles to create SOP manuals, job aids, and quick-reference guides that standardized procedures across 8 branch locations
- Measured training effectiveness through post-class knowledge assessments, achieving average post-test scores of 90% and identifying content gaps addressed in quarterly curriculum updates
- Designed 5 e-learning modules using Articulate Storyline for teller, member service, and loan operations topics, reducing in-person training time by 30% for new hire cohorts
- Supported annual compliance training rollout for 250 employees including content updates, LMS enrollment, and completion tracking, achieving 100% completion within regulatory deadlines