Ryan Nelson

Training Coordinator

Training coordinator with 3 years of experience organizing workshops, rewriting procedure manuals, and tracking evaluation data in Microsoft Excel and Microsoft PowerPoint. Raised the employee qualification pass rate from 80% to 98% for 113 warehouse and quality personnel by rewriting outdated procedure manuals and adding hands-on practice checkpoints to pre-assessment review sessions.

CONTACT INFORMATION

(301) 555-0118

scott.morales@example.com

Cumberland, MD 12345

KEY SKILLS

- Microsoft PowerPoint
- Microsoft Excel
- Workshop Scheduling
- Training Material Development
- ISO 9001 Procedures
- Needs Assessment
- KPI Tracking
- Adult Learning Principles
- Microsoft Word

PROFESSIONAL EXPERIENCE

TRAINING COORDINATOR | ALLEGHENY RIDGE DISTRIBUTION GROUP, CUMBERLAND, MD
2024 – PRESENT

- Raised the employee qualification pass rate from 80% to 98% for 113 warehouse and quality personnel by rewriting 7 outdated procedure manuals and adding hands-on practice checkpoints to each pre-assessment review session.
- Organized 23 workshops on warehouse safety and ISO 9001 procedures, managing room reservations, handout printing, and instructor calendars for 3 shifts.
- Developed 9 visual training guides in Microsoft PowerPoint covering equipment operation topics, reducing new-hire questions during the first week from 31 to 14 per cohort.
- Tracked workshop attendance and evaluation scores in Microsoft Excel for 48 employees per quarter, distributing summary reports to department managers within 2 business days.

TRAINING ASSISTANT | POTOMAC VALLEY PACKAGING INC., KEYSER, WV
2023 – 2024

- Supported logistics for 14 workshops covering quality control and PPE compliance, preparing printed handouts and sign-in sheets for groups averaging 27 attendees.
- Compiled trainee feedback surveys and calculated satisfaction scores averaging 94.3 across 8 monthly sessions, flagging topics that scored below the 90-point threshold.
- Organized orientation materials for 39 new hires over 11 months, assembling procedure binders and scheduling conference rooms within a 4-hour turnaround.

EDUCATION

- B.S. in Communication Studies
  Frostburg State University, Frostburg, MD | 2019 – 2023