Mary Johnson

Trainer

Training professional with 6 years of experience designing compliance-focused curricula across ISO 9001 and 21 CFR 820 programs, using Microsoft PowerPoint, Microsoft Excel, and blended learning delivery. Built a shared template library and cataloged reusable visual assets, cutting content development time by 40% across 38 training modules. Evaluated delivery modes across product lines and shifted courses to virtual format, reducing per-session facility costs by $2,370.

Contact Information

(906) 555-0125

rania.zhou@example.com

Marquette, MI 12345

Education

Bachelor of Science in Communication Studies
Northern Michigan University, Marquette, MI | 2016 – 2020

Key Skills

- Curriculum Design
- Needs Assessment
- Microsoft PowerPoint
- Microsoft Excel
- ISO 9001 Compliance Training
- 21 CFR 820 Procedures
- Trainee Competency Evaluation
- Instructional Design
- Blended Learning Delivery
- Video Editing Software

Professional Experience

TRAINER | IRON RANGE LEARNING PARTNERS LLC, MARQUETTE, MI, 2023 – PRESENT

- Cut content development time by 40% across 38 training modules by building a shared template library in Microsoft PowerPoint and cataloging 146 reusable visual assets.
- Maintained an audit readiness score of 97 for ISO 9001 and 21 CFR 820 programs by revising 12 procedure-based courses within 5 business days of each document update.
- Evaluated in-person, virtual, and self-paced delivery modes for 6 product lines and shifted 4 courses to virtual format, reducing per-session facility costs by $2,370.
- Attended quarterly L&D strategy meetings with department heads from 5 divisions, presenting trainee competency data and recommending curriculum adjustments adopted in 9 of 11 proposals.

TRAINING SPECIALIST | KEWEENAW BAY SERVICES GROUP, NEGAUNEE, MI, 2021 – 2023

- Raised the annual audit readiness score from 86 to 98 by restructuring 7 compliance modules with updated QA checklists and hands-on assessment stations.
- Created 24 training modules covering equipment calibration and quality inspection procedures, cutting average development cycle from 11 days to 8 days per module.
- Developed an alternative blended training method for 3 night-shift teams after initial virtual-only delivery showed low quiz scores, improving post-assessment results by 14 points.
- Tracked trainee satisfaction scores in Microsoft Excel for 218 participants over 4 quarters, earning an average score of 94.7 across all sessions.

TRAINING ASSISTANT | SUPERIOR BLUFFS MANUFACTURING INC., ISHPEMING, MI,
2020 – 2021

- Compiled and organized audit documentation for 4 ISO 9001 reviews, helping the department finish each review with zero corrective actions requested.
- Updated job aids at 6 stations after each ISO 9001 review so operators worked from the current steps.

- Attended vendor training seminars and summarized key takeaways for the L&D team in written briefs averaging 3 pages, informing updates to 6 internal courses.