

## Summary

Certified Professional in Training and Development (CPTD) with extensive experience in creating and delivering innovative training programs that align with business goals. Solves challenges related to employee performance, compliance, and leadership development by designing customized instructional materials, facilitating engaging learning experiences, and implementing strategies that drive collaboration, communication, and organizational success. Addresses critical needs in safety training, HR compliance, and management skills development by leveraging expertise across call centers, corporate, public, and field environments. Creates learning environments where employees thrive and organizations excel through leadership, bilingual communication, and a commitment to inclusivity.

## Areas of Expertise

- Curriculum Development
- Training Needs Assessment
- Program Management
- Training Delivery (In-Class & Virtual)
- Employee Engagement
- Team Training & Leadership
- HR Compliance
- Customer Service Excellence
- Safety & Orientation Training
- Cross-Functional Collaboration
- ESL Instruction
- Talent Development
- Leadership Development
- Learning Management Systems
- Technical Skills Training

## Career Experience

GENPACT | Richardson, TX  
Operations Trainer

2021 – 2024

Orchestrated and delivered client-specific virtual training content for Customer Service Specialists while ensuring alignment with specific needs and requirements. Collaborated with operations teams, managers, and subject matter experts to identify skill gaps and training needs within the organization. Conducted thorough needs assessments to determine most effective training solutions.

- Enhanced knowledge and skills of Customer Service Specialists by formulating and presenting refresher training materials.
- Empowered new employees with skills by developing comprehensive course content for the customer service academy.
- Delivered exceptional service for the Apple Credit Card by equipping new customer service agents with specialized skills.

Trinity River Authority of Texas | Arlington, TX  
Sr. Training & Development Specialist

2018 – 2020

Designed, delivered, and coordinated comprehensive leadership training programs in classroom and virtual settings. Promoted and managed highly successful 18-month mentorship program aimed at fostering the development of new leaders, while augmenting skills of existing leaders and promoting diversity in leadership across the organization.

- Equipped new leaders with the necessary tools and knowledge by crafting curriculum and facilitating courses for a Supervisor Academy.
- Played key role in the full implementation process of the Cornerstone learning management system to ensure seamless integration and optimal utilization of the platform.

CITY OF CARROLLTON | Carrollton, TX  
Organizational Development Trainer

2001 – 2018

Strategized and created comprehensive training programs, including HR compliance training, leadership development, English language skills courses, safety training, computer skills workshops, and customer service training., conducting needs assessments and identifying training gaps. Facilitated dynamic and interactive training sessions and workshops for employees at all levels within the organization.

- Led organization-wide initiative to encourage participation in employee learning week while fostering culture of continuous learning, professional improvement, and skill enhancement.
- Empowered non-technical proficient staff with basic computer classes in English and Spanish for self-reliance and career growth.
- Initiated and managed the U@Work Internship Program, cultivating talent pipeline by specifically targeting high school seniors with diverse skill sets.
- Received High Spirit Award for exemplary leadership in coordinating company's contributions to United Way, fostering culture of goodwill and giving.

## Education

Master of Science in HR Training & Development, Expected Completion, 2026  
Amberton University

Bachelor of Arts in Modern Languages & Minor in Business Administration  
Millsaps College, Magna cum Laude

## Certifications

Certified Professional in Talent Development (ATD)  
Certified ESL instructor (UTA)  
Achieve Global Facilitator: Frontline Leadership | Customer Service  
ESOL Certificate (English for Speakers of Other Languages)  
Command Spanish®- certified instructor  
Defensive Driving: National Safety Council  
CPR: National Safety Council  
Myers Briggs Step 1™ and Step II™

## Affiliations

ATD | Member  
SHRM | Member  
Texas State Guard 1BDE 3BN, Staff Sergeant (2011-2020)  
Volunteer | Irving Animal Services

Clifton Strengths Finders: Deliberative | Discipline | Learner | Achiever | Consistency