

Alex Ryan

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A Corporate Trainer with entry-level experience, specializing in staff development, leadership training, communication, and curriculum development. A strong background in delivering training to new hires to deliver high-quality customer service and drive operational excellence.

Education

Bachelor of Science (B.S.)
Business Administration
University of Newark, Newark, NJ
September 2017 - May 2021

Key Skills

- Corporate Training
- Customer Service
- Curriculum Development
- Staff Development
- Operational Excellence

Certifications

- Certified Professional in Training Management (CPTM), 2021

Professional Experience

Corporate Trainer

Olive Garden, Newark, NJ | May 2021 – Present

- Deliver training to 40+ new hires on standard operating procedures (SOPs), time management skills, food handling procedures, and POS systems
- Refine standardized training curriculum and procedures based on individual needs, including small group instruction and one-on-one training sessions
- Coordinate with five corporate trainers to deliver remedial training to 10 store locations in portion control to reduce waste, resulting in a 10% reduction in food costs
- Deliver instruction to trainees to achieve ServSafe certifications

Server & Bartender

Olive Garden, Newark, NJ | September 2018 – May 2021

- Provided quality service to up to 30 guests per day, coordinated with kitchen staff and front-of-the-house to deliver orders, and communicated with guests to resolve issues and ensured a positive and welcoming dining experience
- Delivered training to 10 new hires on company SOPs, workflow, and guest communication and provided ongoing mentorship, coaching, and support