

JOYCE GOLDSTEIN

A Corporate Trainer with five years of experience, specializing in program development, training curriculum, continuous improvement, and corporate communication. A proven track record of refining training programs to drive operational excellence. Adept at delivering virtual and in-classroom instruction to enhance staff development for businesses.

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PROFESSIONAL EXPERIENCE

CORPORATE TRAINER

TD Bank, Pittsburgh, PA
July 2018 – Present

- Coordinate with a team of corporate trainers to develop training curriculum and create lesson plans to improve compliance with customer service best practices and banking procedures, resulting in a 10% improvement in client satisfaction
- Evaluate the effectiveness of training programs and monitor all onboarding and continuous learning events to ensure consistency for new hires and existing employees
- Deliver e-learning and in-classroom instruction to small groups of 5-10 employees, develop training materials, and utilize differentiated instruction techniques

CORPORATE TRAINER

Wells Fargo Bank, Pittsburgh, PA
May 2016 – July 2018

- Supported the development and implementation of corporate training programs and a new learning management system (LMS) to enhance banking operations and drive customer success across the branch
- Attend meetings with corporate teams and management to evaluate performance data and develop strategies to implement new training protocols

EDUCATION

Bachelor of Science (B.S.)
Business Administration
University of Pittsburgh, Pittsburgh, PA
September 2012 - May 2016

KEY SKILLS

- Corporate Training
- Curriculum Development
- Learning Management Systems (LMS)
- Corporate Communication
- Lesson Planning

CERTIFICATIONS

- ATD Certified Professional in Learning and Performance (CPLP), 2017
- Certified Professional in Training Management (CPTM), 2016