

Professional Experience

Training Manager

University of California, San Francisco, CA | October 2019 – Present

- Deliver training seminars to 100+ university personnel on a variety of topics and SOPs, including customer service protocols, IT procedures, university programs, and sales
- Develop training materials and curriculum based on performance data and KPIs, resulting in a 15% increase in customer satisfaction surveys and a 10-minute reduction in call times
- Oversee the delivery of DEI training programs centered on racial sensitivity and cultural awareness to ensure an inclusive environment for customers and team members

Training Manager

San Francisco Community College, San Francisco, CA | May 2017 – October 2019

- Conducted training seminars for 50+ professors and staff for a community college with 5K active students, which included sessions on education technology and university portal
- Provided training to educators on community college education standards, including communication protocols and inclusive classroom environments

Education

Bachelor of Science (B.S.) Business Administration

University of California, San Francisco, CA | September 2013 - May 2017

Certifications

- ATD Certified Professional in Learning and Performance (CPLP), 2018
- Certified Professional in Training Management (CPTM), 2017

Jasmine Brown

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A Training Manager with five years of experience specializing in staff development, program management, curriculum development, and e-Learning. A strong history of executing large training programs for 100+ personnel to enhance operational performance and growth.

Key Skills

- Curriculum Development
- Diversity, Equity, and Inclusion (DEI)
- e-Learning
- Classroom Instruction
- Continuous Improvement