

Alex Craus

4131 Woodland Drive • Warner Robins, GA 31088 • (404) 404-4440 • Craus_alex_1@gmail.com

Overview of Qualifications

- ☑ Accomplished professional with a strong commitment and solid experience in education and training looking for the teacher position.
- ☑ Expert at developing and implementing educational and training programs.
- ☑ Effective in planning and delivering instructional activities and creating training materials.
- ☑ Versatile and proactive problem solver with excellent interpersonal skills.
- ☑ Experienced in providing customer service and supervising customer service personnel.
- ☑ Skilled in maintaining records and documentation.

EDUCATION

Georgia State University, Atlanta, GA
Bachelor of Science in Education • May 1998

PROFESSIONAL HIGHLIGHTS

Education & Training

- Determined training requirements and development needs by studying job analysis, goals, plans and consulting with managers.
- Provided guidance in developing a training strategy for the company.
- Designed training programs based on the needs of the company and sales teams in particular.
- Modified programs as necessary to adjust them to changes within the work environment.
- Developed training sessions and prepared materials; planned and delivered instructional activities for personnel.
- Maintained records of employees' progress and development.
- Collaborated with managers to improve the outcomes of educational and training programs.
- Created a training manual for newly hired sales associates that has been used to this day.
- Provided guidance and support to other trainers in order to improve training efficiency.
- Researched new technologies and methodologies of delivering effective training.

Customer Service

- Managed courteous support services to customers by providing information and ensuring timely assistance to prospective and existing clients.
- Coordinated communication between customers and call center agents to ensure trouble free experience of clients.
- Communicated with customers to solve problems and investigate complex issues.
- Created an environment where all guests would feel welcome, which included greeting and acknowledging every visitor.
- Maintained records of customer interactions while documenting details of complaints.
- Assisted clients with requests, such as meeting scheduling, appointment rescheduling, etc.
- Answered all calls and handled callers' inquiries.

EMPLOYMENT HISTORY

Pros Sales Inc., Warner Robins, GA
Trainer • Dec 2012 – Mar 2016

Canterbury T.S, Warner Robins, GA
Customer Service Manager • Jan 2007 – Dec 2012

Canterbury T.S, Warner Robins, GA
Customer Service Operator • Jul 2001 – Dec 2007