

FIRST LAST

City, State Zip
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ANALYTICAL & TECHNICAL PROFESSIONAL

Reliable & Responsible Leadership

Experienced professional with a technical mindset. Passion for quantitative roles and thirst for knowledge. Bachelor degree in Economics and currently in pursuit of a Masters in Finance. Leadership and management experience in varied technical fields. Adaptable and precise, with a history of professional regulatory reporting. Exceptional instructor and trainer.

**Project Management | Leadership | Analytical | Quantitative | Critical Thinking | Communication
| Individual and Group Instruction | Quality Reporting | Regulatory Reporting | Product Testing |
Salesforce | MS Office | MS Excel | Conflict Resolution | Educational Program Development**

Project Management

- Responsible for product line divestment to new firm. Provided training, knowledge transfer, and additional support throughout divestment.
- Ensured project success with customized training delivery. Prioritization on quick delivery of training.
- Coached new staff through job training and delivered reports detailing a strength/opportunity analysis for training adaptation.

Leadership

- Managed teams of varying size, between 2 and 20 employees.
- Provided job coaching, training, guidance, and feedback. Resolved conflict issues between staff and management.
- Drove conversations highlighting strengths and weaknesses to help areas of improvement and assist with career trajectory.

Problem-Solving

- Adaptable technical professional with experience in many lines of business. Experience with hardware and software.
- Assisted client partners with remote troubleshooting and developed innovative solutions to unexpected issues.
- Gathered feedback to further strengthen product lines, software suites, and training curriculums.

PROFESSIONAL EXPERIENCE**Recent Company, Inc.**, Current City, Current State**2013 — 2018****Engineer (2013 — 2016)**

- Regulatory reporting to a US Regulatory Agency as well as non-domestic equivalents. Provided troubleshooting & education for products and processes.
- Traveled to private-use environments for customer education during field action and regulatory actions. Delivered on-site training and education to field.
- Evaluated and filed complaints for malfunctions of proprietary equipment. 150 – 180 support tickets per week with <98% correction rate.

Project Lead for Adjacent Project (2016-2018)

- Directed policy meetings to provide input to procedures and improve company policies. Provided quarterly product and procedural training for incoming staff.
- Developed, built, and deployed training curriculum to divestment partner. Traveled on-site to deliver training to incoming staff & provided ongoing support until end of divestment.

Previous Company 1, Previous City, Previous Country**2012 — 2013****Technical Support Specialist (2013-2014)**

- Developed and assemble online learning experiences for web learning software. Aligned courses to industry standards according to the specific industry requirements, depending on location.
- Provide technical support to industry partners. 40 support tickets per week. Delivered 24-hour phone support to worldwide clients. Traveled to, and trained industry partners on-site to ensure proper deployment & use of company software.

ADDITIONAL RELEVANT EXPERIENCE**Self Employed, Outsourcing Consultant (2008-2012)**

Guided private professionals and firms to locate potential temporary and contract employees to fulfill short term needs. Assisted with strategic planning to reduce reliance on off-shore work and transition duties in-house.

Previous Company 2, Technical Support Trainer & Manager (2005 — 2008)

Hired and trained new staff for fast-paced industry firm in both in Previous City and European City

Previous Company 3, Technical Support Manager (2002 — 2005)

Managed and coached 20+ team of technical support workers.

EDUCATION**Master of Online Studies (Management Major) – Expected 2021**

Online Division of Recognizable University, City, State

Bachelor of Online Studies (Economics Major) – 2019

Online Division of Recognizable University, City, State