

# —○ SHAUN WARD ○—

SERVICE TRAINER SPECIALIST

## CONTACT

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## SKILLS

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- DELIVERED OVER 500 SESSION IN 2023
- EXCELLENT INTERPERSONAL AND COMMUNICATION SKILLS
- ABILITY TO ADJUST DELIVERY BASED ON PARTICIPANTS NEEDS
- EXCELLENT IT SKILLS AND PROFICIENT IN MICROSOFT AND GOOLGE PACKAGES
- ABILITY TO WORK TO DEADLINES AND MANAGE OWN WORKLOAD

## EDUCATION

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South East Derbyshire College  
2002-2003

NVQ Level 2 AAT Level 2 (PASS)  
Application of Number Level 2 (PASS)

Communication Level 2 (PASS)

Eastwood Comprehensive School  
2000-2001

8 CGSE's including English and Mathematics

## PROFILE

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I am a dedicated, organized and methodical individual. I have good interpersonal skills, am an excellent team worker and am keen and very willing to learn and develop new skills. I am reliable and dependable and often seek new responsibilities within a wide range of employment areas. I have an active and dynamic approach to work and getting things done. I am determined and decisive. I identify and develop opportunities.

## EXPERIENCE

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### CloudCall : Service Trainer Specialist

2022-Present

- Deliver in depth training to CloudCall's international customers remotely
- Deliver CloudCall product training internally to assist with improving staff knowledge
- Learn the integration parameters of the CloudCall Product with over 10 CRM's
- Developed basic knowledge on useability of a number of 'high traffic' CRM's
- Assist in the creation of training courses and engaging in developmental meetings to highlight improvements raised by customers
- To be proactive and enthusiastic with regards to own knowledge upskill and development
- To review and act on own customer feedback
- Ensure knowledge transfer and upskill to other members of the team as required
- Work with other teams to ensure high quality of training content
- Experienced in delivering high quality training to a range of customers

### Red Box : Training Assistant

2020-2022

- Deliver in depth training to customers, resellers and partners; onsite and remote
- Deliver Red Box product training to staff internally as required which may include new starters
- Assist in the creation and continued development of training courses and supporting collateral
- Assist in the creation and maintenance of training environments
- To be proactive and enthusiastic with regards to own knowledge upskill and development
- To review and act on own customer feedback
- Ensure knowledge transfer and upskill to other members of the team as required
- Mentor other trainers as required
- Work with other teams to ensure high quality of training content
- Be proactive in creating proposals for new training courses and the redevelopment of existing courses

- Attend and contribute to team meetings
  - Undertake any other duties commensurate with the status of the role as directed by the Training Operations Lead
  - Experienced in delivering high quality training to a range of customers including Tier 1
  - Experience in producing engaging training materials using a range of mediums
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## Red Box : Help Desk Analyst

2018-2020

- Providing first line support to customers for the voice recording systems via telephone and email
  - Interpreting issues raised using a range of questioning techniques to capture the entirety of the fault the customer is experiencing and enable you to escalate the problem to the relevant team for resolution
  - Taking ownership of incidents ensuring they are recorded, monitored and reported to the relevant stakeholders and that they are recorded accurately on the CRM system
  - Maintaining an agreed level of contact with the customer to deliver an exceptional level of service to what the customer expects
  - Working towards individual and team SLA's to ensure they are met or exceeded
  - Communicating verbally and in writing to customers and other internal stakeholders
  - Communicating at an appropriate level especially where technical information may need to be interpreted in a non-technical way
  - Constructing and communicating customer incident and shift reports
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## Futures Advice, Skills and Employment : Various

2013-2018

- Providing administrative support including minute taking at meetings, organising training sessions, diary management and planning assessor visits
- Acting as the first point of contact for the Contracts and Operations Team and dealing promptly with any enquiries face to face, via email and via telephone
- Monitoring of regional and local performance against contracts by maintaining accurate records for delivery, targets and contract particulars
- Using ICT and Cognisoft databases to gather, collate and generate a suite of reports showing targets against actual in different formats including pivot tables, pie charts and RAG ratings based on requirements to issue to a Government body
- Monitoring budgets by producing and reconciling purchases and supporting the maintenance of records of spend for contracts in excess of £1,000,000
- Supporting staff to ensure contractual requirements are met within agreed timescales in relation to the collation of Management Information (MI)
- Contributing to the quality management of the service through collecting and analysing customer feedback, including compliments and complaints, and producing reports to ensure the service responds appropriately to customer needs
- Suggesting systems for dealing with new work and to review and evaluate existing systems and recommend improvements