

ANDREW REJON

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OBJECTIVE: To earn a position as a Trainer where my organizational, leadership, and training skills will add value to your organization.

SUMMARY

Training and Development professional with diverse skills in planning, developing, delivering, and documenting a broad range of instructional materials to meet the adult learner's needs. Creative problem solver with strong communications and interpersonal skills. Proven ability to work effectively with internal / external customers. Adept at building and leading team initiatives and implementing solutions that impact bottom line results. Key skills:

- Training Design & Delivery
- Accelerated Learning
- Project Management
- Strategic Leadership & Execution
- Hardware & Software Proficient
- Data Analysis, Management, & Metrics

Diebold Incorporated, Uniontown, OH
Senior Trainer

Apr 07 to Feb 08

- Trained new hires for position of Customer Response Center (CRC) workforce to deliver quality, accurate and timely customer service
- Contributed to on-line reference guide for associates eliminating 120 hard copy manuals
- Delivered training in group and individual settings for new hire and seasoned diverse workforce
- Analyzed training requirements to include: needs, goals, objectives, delivery methods, resources, and constraints
- Developed interactive training materials and PowerPoint presentations
- Collaborated with intra-departmental teams to identify and develop training programs
- Identified best practices and made recommendations for process improvement changes
- Wrote and administered written exams to evaluate new hire's skills progression
- Identified sub-standard work performance for corrective action
- Assisted with eLearning, departmental training, and new hire interviews
- Developed assessment and process flow charts to gauge new hire's progress in training
- Mentored / coached associates during / after training to achieve department quality standards

ITT Technical Institute, Strongsville, OH
Admissions Representative

Mar 05 to Feb 07

- Counseled students to consider attending ITT and helped them understand the resources necessary for their success
- Provided academic / financial aid guidance to overcoming student's and parent's concerns
- Enrolled 30 students in 1st quarter, \$1.2M in earned revenue
- Maintained positive relationship with assigned school administrators and faculty
- Scheduled and coordinate representation at college fairs
- Promoted school at various community events, to grow school enrollment in high school market
- Presented promotional presentations to small and large groups highlighting benefits of education
- Assisted Director of Recruitment assign leads and monitor work of Admission Representatives

- Earned promotion to current position based on skills and ability as Senior Representative I
- Provided program review, facility tour, and financial aid overview to students and parents
- Familiarized students with in-class and online course structure
- Managed processes for admissions, application, and student database maintenance

University of Phoenix, Beachwood, OH
Enrollment Counselor

Feb 04 to Feb 05

- Counseled potential students on available degree programs / financial aid, and identified student's motivation to earn an undergraduate / graduate degree
- Promoted vital factors for success of campus (Compliance, Service, Growth, & Profitability)
- Managed processes for application, admissions, and degree completion
- Advised students on financial options, assisted in completion of all Financial Aid Forms
- Enrolled 22 students over a six-month period, resulting in over \$1M earned revenue
- Mentored students to eliminate obstacles
- Presented promotional presentations to small or large groups highlighting benefits of education
- Counseled students on degree completion requirements to eliminate student concerns

Summit County School District, Akron, OH
Substitute Teacher

Feb 02 to Feb 04

- Provided students with direction based on lesson plans and assigned topics of discussion
- Taught in grades ranging from pre-school through high school
- Established rapport with students to maintain discipline

General Motors Assembly Plant, Lordstown, OH
Production Supervisor

Dec 01 to Jan 02

- Supervised 32+ interior trim assemblers, ensured production goals were met / exceeded
- Identified training needs, assigned trainers, and evaluated job performance
- Prioritized work assignments on 26 production stations, by seniority and experience
- Monitored production line quality issues daily, detected / eliminated potential problems
- Counseled assemblers on attendance and work performance
- Enforced, tracked, and ensured compliance with all company policies and procedures
- Worked with intra-department divisions to meet production quantity and quality goals
- Conducted safety meetings on proper procedures for any accident and / or procedural changes
- Utilized AS400 system to track attendance, performance issues, and payroll
- Limited downtime, provided trained workforce capable of on-time production

Cooper Standard Automotive, Cleveland, OH
Manufacturing Supervisor

Jan 01 to Jun 01

- Enforced, tracked, and ensured compliance with all company policies and procedures
- Coordinated jobs on 10 plastic and rubber production lines supervising 30+ associates
- Collaborated with intra-department divisions to meet production goals and reduce waste
- Accomplished hands-on inventory to verify customer orders were ready on time
- Utilized AS400 system to track production goals, potential issues, attendance, and payroll

LTV Steel Inc., Cleveland, OH
Supervisor

Sep 96 to Oct 00

- Supervised 40+ union shop workforce and initiated action for substandard work
- Ensured customer orders were shipping on-time according to customer specifications
- Prioritized logistical assignments for 8 departments to meet unit goals and on-time deliveries
- Scheduled and controlled movement of 20 coil movement trucks
- Coordinated mechanical and electrical repairs to meet production requirements

EDUCATION

- Master of Arts, Adult Education and Distance Learning, University of Phoenix, 2003, GPA 3.9 of 4.0
- Bachelor of Science, Business Administration and Management, University of Phoenix, 1996, GPA 3.8 of 4.0