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**Successful Manager | Results-driven Training Director | Telemarketing Expert**

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## **SUMMARY OF QUALIFICATIONS**

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- Over 5 years' customer service and management experience in call center operations.
  - Proficient educator and coach with ability to communicate clearly to any audience.
  - Superlative curriculum/program development and implementation skills.
  - Excellent multi-tasking abilities; quick and effective problem solver.
  - Highly adaptable; thrive on challenges and excel in new environments.
  - Able to produce positive results independently; extremely self-motivated.
  - Loyal and dependable, believing internal principles dictate performance.
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## **PROFESSIONAL EXPERIENCE**

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### **BEST CORPORATION**

1998 – Present

**Training Director**, Montego Bay, Jamaica, March 2003 – Present

Oversee all employee training and development for twin facility inbound/outbound call center employing over 850 Telesales Representatives providing customer service and telemarketing services. Supervise 2 Senior Trainers, 12 Trainers, and 7-member Quality Analysis department, consistently ensuring program criteria and in-house standards are upheld. Coordinate with client companies including AT&T, Citibank, Target, and Chase to develop and implement training programs according to specific sales and service goals. Monitor staffing requirements, assigning employees according to program goals while closely monitoring labor costs.

#### **ACCOMPLISHMENTS:**

- Designed and implemented new evaluation system measuring training retention of new employees using spreadsheets to track performance during 3-5 day Nesting period.
- Created Trainer Certification program, greatly improving efficiency and morale through example-based leadership, clear expectations, and individual accountability.
- Improved Contacts per Hour (CPH) and Sales Per Hour (SPH) performance of Telesales Representatives while increasing nesting period graduation rate by 30% in only 2 months.

**Training Manager**, Lubbock, TX, February 2002 – March 2003

- Responsible for coaching and coordinating training teams for 10 call centers nationwide including site in Lubbock with over 430 Marketing Representatives.
- Instilled loyalty and dedication to excellence with staff, decreasing Trainer turnover rate from 60% upon taking position to 0% prior to promotion to Training Director.
- Received consistently positive feedback from clients and increased measurable class retention rate by 30% over tenure.

**Production Manager**, February 2001 – February 2002

- Managed 4 Operations Team Leaders and oversaw own team, leading all staff to surpass conversion goals and encouraging individual employee development.

*(Best Corporation continued)*

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**Operations Team Leader** June 2000 – February 2001

- Supervised 20-30-member Marketing Representative Teams, mentoring and developing staff to successfully surpass performance goals.

**Trainer**, December 1999 – June 2000

- Trained over 3,000 new and existing Marketing Representatives and was responsible for performance monitoring and evaluation during nesting periods of all new staff.
- Initially hired as Marketing Representative while still in high school, quickly promoted to Trainer position after short time with company.

**Awards:**

- Achieving Company Excellence (ACE) Award, October 2001
- Going Extra Mile (GEM) Award, April 2000
- Operations Team Leader of the Month, November 1999

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## EDUCATION/CERTIFICATIONS

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**AMERICAN INTERCONTINENTAL UNIVERSITY**, Hoffman Estates, IL,  
*Bachelor's Degree in Business Administration*, online, May 2004

**SOUTH PLAINS COLLEGE**, Levelland, TX  
Key coursework in business management

**Certified AT&T Trainer**, June 2003

**Certified Nextel Trainer**, April 2004

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## COMPUTER SKILLS

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MS Office ◦ ADE/Blackwolf Platform ◦ PeopleSoft ◦ Outbound Scheduling System (OSS)