

KERRY MORGAN

222 Amber St., Kindale, CA 0000 • 111-555-9999 • Kerry.Morgan@gmail.com

GLOBAL EMPLOYEE & CUSTOMER ENGAGEMENT DIRECTOR

Customer Engagement / Performance Management / Team Mentorship / Sales Training

Strategic director and training leader with 10+ years of experience in developing goal-oriented sales teams that exceed corporate goals. Expert in leading the creation and implementation of global learning, instructional development programs and technologies that maximize the employee learning experience. Analytical thinker and implementer of systems which measure the effectiveness of training programs, tools and resources.

MANAGERIAL EXPERTISE

COMPANY H, City State

2007 – Present

Director, Global Employee Training

2015 – Present

Oversee training programs in direct collaboration with the management team for 600+ employees and liaise with 2 operating units after accepting a promotion to the Clinical Effectiveness Business Unit within the WK Health whose Clinical Decision Support and Clinical Drug Information product lines offer solutions to customers within the healthcare industry.

- Lead, manage and mentor a global team of 20+ members. Charged with optimizing access within clinical workflow to increase utilization and adoption within hospitals and healthcare organizations.

Director, Global Sales Team and Customer Training

2007 – 2015

Collaborated with 25 sales/division managers, directors, and advertising VP's to prioritize product focus and establish goals for each department. Delivered on-going training and coaching to sales teams to enhance on-the-job skills, talent, and product knowledge. Conducted needs analyses with a focus on training and development activities.

- Developed Top Training Program and team which exceeded customer utilization/adoption goals by 36%.
- Designed innovative customer-specific training solutions to maximize enterprise subscription ROI and support customer retention. Reported on analytics measuring customer utilization and adoption.
- Strategically directed a newly developed team of global Clinical Product Specialists charged with increasing utilization and adoption of Argon software while delivering exceptional customer support and satisfaction which resulted in reduction of at risk contract revenue at low usage accounts and exceeded goal by 50%.

COMPANY I, City, State

2003 – 2007

Owner/Principal

Directed training, professional development, and coaching services at this sales training/performance development company focused on employee effectiveness, program design and delivery, sales motivation, and productivity enhancement. Facilitated enterprise success while representing clients which included the CityXpress Corp., an international company known as a leading supplier of on-line marketplace initiatives to the newspaper industry and Advo, a direct mail franchise business. Expertly coached business owners and corporate executives.

- Enhanced sales staff expertise and profit-generation for CityXpress Corp., by training and mentoring staff, closing contracts valued at \$250,000 in first week of product roll-out; exceeded goal by 55%.
- Catalyst for Super Coups sales growth and profitability by coaching, training, and mentoring sales managers, trainers, and representatives. Exceeded sales goals by 25% and increased client base by 50% in 6 months.

EDUCATION BACKGROUND

Bachelor of Arts, Business Management – Summa Cum Laude

Northeastern University, Kindale, CA

Associate of Business Administration – Cum Laude

Arnold College, Kindale, CA