

LAUREN PATEL

Technical Corporate Trainer

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San Jose, CA

PROFESSIONAL SUMMARY

Detail-oriented technical trainer with experience designing and delivering technical learning programs for IT teams and software users. Adept at simplifying complex concepts, developing e-learning solutions, and improving onboarding efficiency in fast-paced environments.

EDUCATION

Bachelor of Science in Information Technology

San Francisco State University | San Francisco, CA | 2015

CompTIA CTT+

2024

AWS Certified Cloud Practitioner

2023

SKILLS

- Instructional design Expert
- Learning Management Systems (LMS) Expert
- Enterprise software training Expert
- Network infrastructure basics Expert
- HTML, CSS, SQL Expert
- JIRA, Confluence Expert
- E-learning tools: Articulate, Camtasia Expert
- Cloud platforms: AWS, Azure Expert
- Classroom and virtual delivery Expert
- Agile methodology Expert
- Technical writing Expert
- Stakeholder engagement Expert
- Training needs analysis Expert
- Onboarding Expert
- Performance metrics tracking Expert

EXPERIENCE

2019 - Now

Technical Training Specialist

BitNet Technologies / San Jose, CA

- Design, deliver, and track technical training initiatives for over 300 employees across engineering, IT support, and QA teams, leading to a 28% reduction in onboarding timelines and increased team productivity.
- Develop SCORM-compliant self-paced modules using Articulate and Camtasia, allowing staff to engage with content asynchronously and boosting LMS engagement rates by 35%.
- Collaborate with engineering and product development teams to produce quarterly webinars introducing tool updates, resulting in improved system usage accuracy and fewer help desk tickets.
- Maintain a central repository of training materials on Confluence and conduct monthly audits to ensure all documentation is up-to-date and aligned with process changes.

- 2019

Junior Technical Trainer

Suncrest Software / Sunnyvale, CA

- Assisted in weekly training sessions for IT and software rollout projects, ensuring consistent knowledge transfer and minimizing user errors post-implementation.
- Transformed outdated PowerPoint decks into interactive e-learning formats using SCORM standards, which significantly increased learner retention and internal content adoption.
- Tracked attendance, feedback, and assessment scores across multiple training groups to measure training effectiveness and suggest refinements for future sessions.
- Partnered with senior trainers to create onboarding guides for technical support and DevOps teams, helping to bridge knowledge gaps during rapid scaling periods.

ADDITIONAL INFORMATION

Volunteers with TechBridge Girls to deliver basic coding workshops to high school students in underserved communities.