

# CAMMI JENKINS

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## **TRAINING PROFESSIONAL**

*Experienced and energetic training professional with demonstrated talent in program development and instructional design utilizing multi-media and paper-based delivery methods to meet the varied needs of national sales operations and corporate office training and education. Well-versed in practical application and training of the sales process. Self-directed, flexible individual, known for outgoing and cooperative nature.*

**ADULT LEARNING • PROGRAM EVALUATION • HEALTHCARE INDUSTRY**

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## **SUMMARY OF QUALIFICATIONS**

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- Selected to plan and design major training initiative to develop critical sales skills of newly hired territory representatives for enhanced effectiveness; program based on research of existing programs and feedback from field staff.
  - Familiar with Robert Mager training model and adult-learning principles to guide training-development process, including incorporating interactive, goal-directed learning.
  - Lead performer while serving as Territory Representative, achieving great success in account acquisition and development.
  - Confident and energizing public speaker to engage participants and enrich training experience.
  - Educational background in research and the sciences contributing to strong learning curve in acquiring expert product knowledge; served as "Product Specialist" on blood types, functions, and regulations.
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**Strengths:** Customer Service • Project Management • Writing • Public Speaking • Account Development

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## **PROFESSIONAL EXPERIENCE**

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*BDRR, Inc., Mesa, AZ*

2000 – Present

**Training and Development Specialist**, (2002 – Present)

Advanced to current position to contribute to various facets of program development and instructional design for training of field staff nationwide and within corporate office. Serve as Central Office Training Consultant. Report to Training and Education Director.

*Key Responsibilities:*

- Accountable for development of standardized, task-based, self-study program for all new territory representatives of nationwide network; focused on communication skills and sales process.
- Developed standardized corporate training programs, including development of new-hire program.
- Ensured following of sound adult-learning methodologies and reviewed for compliance with corporate practices in developing corporate-training materials.
- Served on sales-based, software-implementation team, playing integral role in process mapping of operational procedures and defining of parameters for newly created database.
- Jointly prepared and delivered train-the-trainer training to 30 company employees accountable for executing personality inventory within their departments for increased productivity and reduced conflict.
- Attended meetings with procedures writers covering technical regulations / solutions to emerging issues.

***Territory Representative***, (2000 – 2002)

Charged with developing / executing territory plan to expand participation and generate interest in sponsoring and contributing to programs. Frequently chosen to mentor new hires to expedite transition. Acknowledged by numerous customers for excellent project delivery.

***Key Responsibilities:***

- Prepared and facilitated small / large group presentations with audiences of up to 300 individuals to promote community program and forge partnerships with businesses, civic organizations and educational institutions.
- Maintained solid rapport with more than 100 sponsors and boosted donations by more than 10%.
- Selected to manage untapped territory after demonstrating sales acuity within initially assigned territory.
- Ranked as top performer by consistently meeting / exceeding productivity goals; performed heavy cold calling to secure new accounts as well as maintained relationships to further develop existing accounts.
- Employed marketing and public relations skills to successfully promote and host community events and attract media attention from local newspapers, radio, and television.

AT Services, Phoenix, AZ, 1999 – 2000

***Patient Services Coordinator***

- Initiated development of comprehensive procedure manuals for office operations to increase efficiency and operation and oriented new hires.
- Calmed patients and assisted physicians with diagnostic-imaging and biopsy procedures.

HH Inc., Seattle, WA, 1998 – 1999

***Health Coordinator***

Advocated and ensured quality healthcare services for families of pre-school children. Supervised assistant.

- Fully revamped comprehensive work plan for service provisions according to federal standards and assessed program compliance based on regulations.
- Educated families and prepared materials / fun tools on proper dental care and nutrition in small group environment.

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**EDUCATION / AFFILIATIONS / ACHIEVEMENTS**

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**Bachelor of Science in Psychology**, Arizona State, University, CA 1997

**Sigma Xi National Honor Society in Scientific Research** – Granted membership as undergraduate for participating and supporting research while serving as Research Assistant for Professor.

**Member, American Society of Training and Development** -- attended ASTD 2003 International Conference and Exposition. Participated in workshops to advance professional development in Human Performance