

# Robert Becker



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Freelance Contractor For Hire  
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## Training/Learning & Leadership Development Consultant (for hire)

*Intend on leveraging 15+ years of experience in Corporate Training, Consulting, TEFL/ESOL Training, Strategic Planning, Learning & Leadership Development, Instructional Design, Project & Program Management, Operations, Coaching, Talent Development, Change, Client Relationship and Vendor Management.*

Positive facilitator with a background in training, education, and learning and leadership development. Takes initiative for developing employee/student-centered, goal oriented learning techniques. Proficient in conducting classroom, on-line and E-learning (web based) trainings. Possess expertise in devising & implementing technical and computer-based training (on-line). Adept at using different learning techniques & instructional methods for establishing training needs at individual and corporate levels. Proficient in process and updating training content/modules. Provide leadership training to teams enabling them to successfully deliver under adverse circumstances.

Optimize training in multi-cultural settings by providing a framework that inspires skill development in all learners with diverse backgrounds. Consistently received good feedback from trainees and executive management while maintaining a positive relationship. Understand supply chain & inventory management principles and methodologies. Exceptional soft skill, planning, communication, analytical and organizing skills.

### AREAS OF PROFICIENCY:

LMS  
Curriculum Development  
Executive Management Training

Quality Assurance  
Customer Service  
Cross Functional Coordination

Compliance  
Telecommunications  
Data Analysis

### DISTINGUISHED HIGHLIGHTS ACROSS MY CAREER

#### **Teletech**

- Coordinated interactions between management and employees, resulting in improved trust levels in leadership from 30 to 50 % in a three month time period, along with a significant improvement in key quality, time, and cost metrics by 10 to 15%.
- Successfully restructured system availability by 90% for over 5,000 end users, increased productivity by 93% and reduced customer care expenses by \$2 million annually.
- Implemented training programs across the organization. Assisted the training department to achieve a 98% ROI revenue, thereby increasing closing rates for CSR's by 25% and improving customer and employee retention by 30%.

- Reduced operating costs for the training department by 10% and enhanced market share by 15% in a competitive market. Improved customer satisfaction ratings in a 12 month period to facilitate launch in a new territory.

**Office Depot/IBM**

- Provided assistance for devising and implementing back office training programs for streamlining the firms POS (point of sale) and touch point (credit card/check terminals), resulting in improving customer satisfaction rate by over 50% while saving the company over \$10 million in lost revenue.

**State of Pennsylvania - Department of Revenue**

- Provided support for executing new system software for the Pennsylvania Lottery System for assisting senior citizens, youth and the disabled. Increased state lottery sales by over 40% in 90 days since inception.
- Successfully executed a state-of-the-art SAP Project (The Wave) for the Pennsylvania Department of Revenue.

**State of Pennsylvania/Deloitte Consulting - Department of Labor**

- Responsible for implementing a \$50 million SAP project for the Pennsylvania Department of Labor. Project scope involved developing a new proprietary computer system and successfully migrating from an outdated legacy system to the new CWDS (Commonwealth Workforce Development System). Instructed over 1000 department personnel and ensured 100% compliance and success rate.

**AWARDS**

- ❖ Received 2 awards from the City of New York and Verizon Wireless for outstanding performance in response to the 9/11 tragedy. (December 2001)
- ❖ Received 1 award from Kaplan Higher Education Corp for excellence in customer service. (September 2003)

**PROFESSIONAL WORK EXPERIENCE*****Global Freelance Consultant, Creative Consulting, (self-employed) International & USA; 2013 to Present***

- Implemented out of the box thinking and strategizing beyond existing practices and mindsets.
- Ability to communicate effectively to clarify complex data and sensitive information.
- Proactive planner and strategist.
- Self-motivated and possess the ability to think well outside the box.
- Can cooperate and communicate with diverse professionals.
- Knowledge of latest methodologies in order to formulate measurable and desirable strategies.
- Excellent communication in ESL Training.

***Freelance Educational Consultant, Berlitz Consulting (contractor), Bangkok, Thailand; 2012 - 2013***

- Identified individual student's needs and setting realistic goals.
- Implemented and improved school curriculum based on individual student's strengths and challenges.
- Monitored student performance and empowered student's to achieve their highest levels of success.
- Implemented and instructed English and various Business related courses to Thai and other Asian students on a one-to-one and group basis using a hybrid blended approach to learning English while documenting and maintaining student goals and exceeding student expectations at a global dynamic English Language center.

**Learning And Leadership Development (L&LD) Training Manager, TeleTech Inc., Santa Rosa/Quezon City, Philippines; 2011 to 2012**

- Supervised the creating, guiding, training, and managing a competent training team of over 300 agents and supervisors who provided support to T-Mobile, Telstra, & Bank of America.
- Liaised with cross functional teams for execution of multiple projects on diverse subjects within stipulated time, budget, and as per prescribed guidelines. Implemented process improvement ideas that had a positive direct impact on bottom line performance.
- Assumed leadership role for increasing profitability improving market share and fostering business relationship with clients and vendors.
- Assessed and devised solutions for perceivable risks to facilitate contract negotiation. Streamlined processes for reducing costs and ROI by 22%.
- Assumed responsibility for the Learning and Leadership Development Department's success in surpassing key metrics and quality requirements by over 34%.
- Oversaw data analysis, customer engagement, ROI calculations, problem solving, strategic thinking and implementing motivational programs. Undertook root cause analysis and devised technical solutions for resolving technical issues.

**Instructional Designer/Corporate Trainer, Office Depot/IBM, Boca Raton, FL, USA; 2009 to 2010**

- Developed, executed and monitored several training courses on storybooks among others. Coordinated with SME's within the business domain for conducting research and recommending business solutions for both internal & external contingencies.
- Leveraged ADDIE model for developing, implementing and evaluating multiple learning programs in employee & management development and technical skills improvement domains.
- Assumed role of an external consultant for interfacing with HR staff & management for structuring the operational needs of the company thus increasing ROI by 20%.

**Instructional Designer/Corporate Trainer, State of Pennsylvania/Dep't of Revenue, Harrisburg, PA, USA; 2008 to 2009**

- Trained state vendors on new and modified computer system (The Wave) for the PA Department of Revenue (State Lottery) and provided instructions to them on the functionality of new software system. Mentored them to comprehend sequencing of new/modified processes and configuration of application with the processes which increased state revenue by over 60%.
- Leveraged adult style learning applications and theories for providing instructor-led training on new software to adult learners. Administered classroom sessions and coordinated group conference calls.
- Facilitated and managed course related classroom questions, answers, and group conference calls; supervised classroom monitors to gauge classroom performance and individual participant progress.

**Instructional Designer/Corporate Trainer, State of Pennsylvania/Deloitte Consulting, Dep't of Labor, Harrisburg, PA, USA; 2007 to 2008**

- Supervised training for state employees from the PA Department of Labor on a technologically improved proprietary computerized system (CWDS). Assisted state employees to get acquainted with new training materials including training software on their Learning Management System.
- Coordinated research and needs analysis for training programs. Developed system based training programs for targeted audiences. Devised several learning materials such as workbooks, power-point presentations, group activities, program tools and media delivery aids among others to increase training productivity and interest which helped to increase the employment rate by over 40%.
- Provided assistance for development of the Commonwealth Workforce Development System website (CWDS) ([www.cwds.state.pa.us/cwdsonline](http://www.cwds.state.pa.us/cwdsonline)).

**Corporate Trainer/Consultant, AT&T/IBM, Atlanta, GA, USA; 2006 to 2007**

- Coordinated assistance on projects and guidance to a cross functional team which included professionals from key business solutions and technical functions to facilitate a detailed analysis of improvement initiatives.
- Actively involved in project management, planning, goal setting and resource mobilization within allocated budget. Processed critical information for segregating work assignments and managed deliverables.
- Provided advice to Senior Management and coordinated with internal & external clients on continuous information platforms. Handled a professional team for several process improvement projects and ensured compliance with the project guidelines which increased revenue by an additional 26%.
- Delegated responsibility for various activities such as process flows, operational readiness support, process documentation and communications.
- Conducted corporate training across different levels in the organization through one-on-one training in retail environment. Actively involved in traditional e-learning, web based training and classroom instructional training.

**University Instructor, Kaplan University, Philadelphia, PA., 2003 to 2006**

- Formulated creative academic curriculum for teaching individual students, small groups and classrooms with over 30 students on subjects such as Business Math, English, Introduction to Computers, Business Management, Pre-Law, Ethics, Telecommunications, Criminal Justice, and Microsoft Office Applications.
- Leveraged conventional & unconventional methods for training students on grammar, spelling and report writing. Assessed each student's learning proficiency for implementing individual specific learning techniques.
- Designed well-structured classroom learning resources for both on-line and classroom students. Created a healthy environment in classrooms conducive for learning by facilitating a two way communication process, defining clearly the classroom rules and taking action against erring students. Supported students in comprehending course material when required which helped reduce attrition rate by over 30%.

#### **TRAINING ATTENDED/CERTIFICATIONS**

- Lexis Nexis Change Management Certification (CRM) Specialist (February 2008)
- Adult Learner and Self-Esteem, (January 2004) & Brain Compatible Teaching Strategies (October 2004) both by Kaplan Higher Education Corporation, USA.
- Certified Arbitrator/Mediator ( February 1996) (Montgomery County, PA, USA)
- Adaptive Coaching Skills Certification, Leadership 101 Training, T3 Certification, Training & Development, and Manager 101 (September 2011) (All Training Conducted by TeleTech; Manila, Philippines).
- Certified Risk Management Consultant (April 2014) & Certification in Identity Theft and Its Impact On HR (June 2014) both with Harvard Risk Management Group.
- Advanced TEFL/TESOL Dual Certification - Intensive 150 Hour Course ( March 2014) (State of Illinois, USA; Department of Education/Midwest Education Group)
- Additional Certifications by Coursera in: Challenges in Global Affairs, Reasoning, Data Analysis and Writing (Duke University, Durham, N.C., USA), Foundations of Teaching for Learning, Virtual Teacher Program.

## TRAINING CONDUCTED

- Conducted training on *Leadership & Development, Executive Management Training, Business and Conversational English, Coaching, Learning Theories & Techniques, Stress Management, Goal Setting, CBT, LMS, ILT and Proprietary System Software.*

## TECHNICAL PROFICIENCY

- Adobe Acrobat, Adobe Photoshop, Adobe Flash, Captivate, Corel Paint Shop Pro, MS Office Suite, Flash, XP/Vista, Windows 7/8, Remedy, Crystal Reports, PeopleSoft, & Kronos.

## ACADEMIC CREDENTIALS

✓ CITY UNIVERSITY OF SEATTLE - *Bachelor of Science in General Studies*, Bellevue, WA, USA, June 2011.

✓ MIDWEST EDUCATION GROUP/ILLINOIS BOARD OF HIGHER EDUCATION, USA  
*Advanced Dual TEFL/TESOL Certification - 150 Hours* (March 2014)

✓ COURSERA

Specialization Certification

*Foundations of Teaching & Learning* (February 2013)

✓ COURSERA

Specialization Certification

*Challenges in Global Affairs* (February 2014)

✓ COURSERA/Duke University, Durham, N.C. USA

Specialization Certification

*Reasoning, Data Analysis & Writing* (January 2014)

✓ COURSERA

Specialization Certification

*Virtual Teaching Program* (January 2014 )

## LEADERSHIP QUALITIES:

- Prioritizing Customer Service
- Never Stop Experimenting
- Willing to Invent Identify & Remove Risk
- Being Proactive Vs. Reactive
- Don't Overemphasize Failure Perseverance
- Make employees, business partners, and vendors think like owners
- Resilient Goal Oriented Future Focused
- Time Management Thinking Through First Principles