

Karlo Luis Jayona

Product and Behavior Development Trainer

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High Performing Trainer with more than 6 years' experience in Tech and Tech Dispatch, designing developing and applying comprehensive training programs while Demonstrating Skills, Knowledge, and Experience by also taking calls. Possesses expert-level Behavioral Development knowledge and Coaching. Has excellent interpersonal and presentation abilities and knows how to impart highly technical information in a manner that is easy to understand for new and current associates/representatives.

EDUCATION and TRAINING

T-Mobile Coaching Essentials Certification

IQor Santa Rosa
July 2023

T-Mobile Grow Certification

IQor Santa Rosa
July 2023

Level 3 Trainer Certification Program

IQor Santa Rosa
June 2022

Level 2 Trainer Certification Program

IQor Santa Rosa
May 2021

Level 1 Trainer Certification Program

IQor Santa Rosa
February 2021

Trainer Observation Mastery Program

IQor Santa Rosa
2020

PEAQ Performance Coaching Certification

IQor Santa Rosa
December 2019

Level 1 and 2 AT&T Global Trainer Certification

IQor Santa Rosa
2017

Multimedia Arts Program

STI College Santa Rosa

EXPERIENCE

Trainer

IQor Santa Rosa | 11/2017 – 08/2023

- Have Conducted knowledge and behavioral training sessions based on staff and organizational learning needs to meet client's expectations.
- Increase company's productivity and result by taking customer calls as Trainees listen and observe.
- Have experienced multiple internal roles within client's organization. Arranged from most recent to oldest
 - Master Trainer
 - Frontline Leadership and Development Consultant
 - Strategic Partner Facilitator
- Routinely evaluated business training needs that directly contributed to a 20% increase to overall percent to goal.
- Demonstrated strong use of learning management systems and instructional designs to pass 3 levels of Trainer Certification programs.
- As Master Trainer, I have observed and addressed training gaps between Curriculum and Trainer by developing Training Strategies, building time in

2013

Tasks Projects Handled:

- Training and Workshop Facilitation and Delivery
- LMS Development Curriculum Development
- Course Creation (virtual and face-to-face)
- Material Creation Instructional Design
- Process Training Up-skilling and Cross-skilling
- Onboarding Virtual Room Support (Producer)
- Training Evaluation

motion plans, and conducting peer to peer coaching sessions.

- As Frontline Leadership and Development Consultant, I have trained, developed and coached New and Current Leaders of the Organization to equip them with necessary strategies and skills for production.

Training Support Staff

Altisource | 2016 – 2017

- Have observed, evaluated behavioral gaps and developed new hire employees through coaching in preparation for production
- Worked with training management to fill real time knowledge differences on their on-the-job immersions

Customer Service representative

Convergys | 2014 – 2015

- Worked as a full-time customer service representative in a high call volume setting
- Have received 98% positive feedback from customers and management with following action plans on behavioral gaps.

Customer Service representative

Teletech Santa Rosa | 2013 – 2014

- Handled 48+ calls daily with duties of assisting customers with account management and billing needs
- Created exceptional customer service experience to international clients to promote company growth and revenue.

KEY SKILLS

- Problem Solving Skill
- Andragogy
- Communication Skills
- Skilled in Learning Management Systems and Instructional designs
- Effective Coaching and Facilitation

Tools and Systems used

- EdApp
- Articulate 360
- MS PowerPoint
- G-Suite
- MS Teams

- Skype, Zoom, and MS Teams
- Adobe connect
- Webex training and meeting