



Gregory L. Greene

Sales, Operations & American Culture Trainer

Objective

To gain employment with a company that values people, provides opportunities for growth and a dynamic work environment. Bring forth American standards and excelling in customer service through American Culture, Communication & Sales Training. Continuously strive to lead by example motivated by a passion for training, learning and participant success.

Experience

Trainer – BPO Firstsource Solutions

- Hired overseas to help implement pilot program for 1 year in the position of a Soft Skills Trainer in American Culture, Communications and Customer Service.
- Success history of increasing customer service ratings.
- Designing and implementing sales training proving success in increasing revenue
- Co-created and delivered training and refresher sessions for the Comcast Pilot Program for a top US provider for Cable, Internet and phone service
- Developed a TNA (Training Need Analysis) reporting structure to understand, evaluate and present the associates' communication, soft skills and customer service ability
- Developed sales training and American Culture and soft skills exercises, to make participants job ready for the role.
- Build excellent relationship and trust with the Management team with open conversations to improve both process and people resulting in increased productivity.
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- Initiated one on one sit-down with each agent three times a week to address and assess their performance, wellbeing and professional challenges. Resulting in a higher rep score in delivering customer satisfaction and reducing the average handling time.

Teacher

15 years+

- Full time teacher in the subjects of English Language Arts, Corrective Reading and Cultural Diversity.
- Taught ESL (English as a Second Language) courses for 3 years.

Coach for the San Joaquin County Library Literacy Program

5 years+

- Teaching English to adults with disabilities. I have extensive background in teaching English to those who do not have English as their primary language.

Customer Service Advisor

6 years+

- Active in sales and customer service for several companies in the fields of tele-communication, collections and retail.

Education

- Bachelors of Arts in History from University of the Pacific
- Bachelors of Arts in African-American Studies from University of the Pacific

Certifications

- Master Neuro-Linguistic Programming, NLP Goa, India
- Advanced Life Coach NLP Goa, India
- Certification in Non-Aversive Conflict Training to successfully address problems in any interactions.
- Certification as a Trainer in Customer Service Excellence Anchorage, AK, USA
- First Aid-Adult CPR-AED, American Red Cross
- Certification as a Master in Customer Service Excellence Anchorage, AK, USA
- Certification in English Tutoring, San Joaquin Library
- Life and Health Insurance & Ca. CodePrimerica Life Insurance Company
- Account Representative National Recovery Control

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- This was a certificate which demonstrates proficiency in data entry, collections and telephone communication skills and represents that the individual can follow all the rules and regulations according to the F.D.C.P.A.
- Pre -Intern Certificate CA, Commission on Teacher Credentialing
 - This certificate entitles me to teach in the field of mild and moderate learning disabilities.
- 30-day Substitute Teaching Permit CA Commission on Teacher Credentialing
 - This permit authorizes me to substitute in grades twelve and below, including preschool and classes organized primarily for adults.

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