



Karla Sharp
August 2015

- 1. Years in Training Roles:** 15
 - 2. Certifications:** CTT+ (Certified Technical Trainer), Microsoft Office Specialist, SharePoint Specialist, Siebel CRM, Holden International, Leadership Development 2000, Advanced Presentation skills, Enhanced Business Solution Selling
 - 3. Areas of Expertise and Courses I Train:**
 - SharePoint 2010/2013
 - Office 365
 - Microsoft Office Suite 2007/2010/2013
 - OneNote, OneDrive, Lync
 - Google Drive
 - Microsoft CRM
 - Siebel CRM
 - Salesforce.com
 - Business Solution Selling
 - Leadership Development
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4. Description of Real World Experience:

O.C. Tanner

Designed, implemented and trained clients on employee recognition programs. Training including custom on-line systems and tools. Regional trainer for SharePoint, system upgrades, sales skills and new product launches.

T-Mobile

Monitored and analyzed IT issues then collaborated with training department to develop, implement and train enhanced system programs for call center agents to increase productivity.

Sprint Corporate Headquarters

Presented and trained existing and future integrated solutions to Sprint's executive management team and Sprint's top strategic accounts' executive team. Lead trainer for *The Business Sales Academy*. Maintained certifications in numerous technology, sales, leadership and advanced presentation courses.

Sample of Student Evaluation Comments:

ANONYMOUS17625660	The instructor goes above and beyond the call of duty to answer student questions. Eloquent presentation skill, her speech is clear and concise. The instructor demonstrated ways to look up help on topics for after the completion of the course.
briggs@xenotechllc.com	Loves her job and it shows in her teaching
ANONYMOUS17617722	The instructor did a good job of speaking to a group at all levels of experience with the material being covered. Was jovial and polite. Very understandable.
annmealman@everestkc.net	Very effective within each lesson to reinforce the knowledge and skills learned in the lesson
ANONYMOUS17628393	Keeps training light and fun.
kathi.flowers@bcbsks.com	Karla is very hands on and her knowledge and help is wonderful
ANONYMOUS18020187	Entertaining with what most people would find dry material.
ANONYMOUS18032416	Karla is a great trainer. She makes sure everyone is up to speed and makes sure the class has input.
ANONYMOUS18276936	She's thorough and experienced
smorrissey@vistaprod.com	Karla did a great job...very dynamic and easy to listen to!!!
ANONYMOUS18386042	Karla was able to answer all our questions and used real world scenarios as well.