

# CHRIS MCKINNEY

A DESIGNER APPROACH
TO DELIVERING **RESULTS** 



years specialized in training and development

years experience in instructional design and training delivery

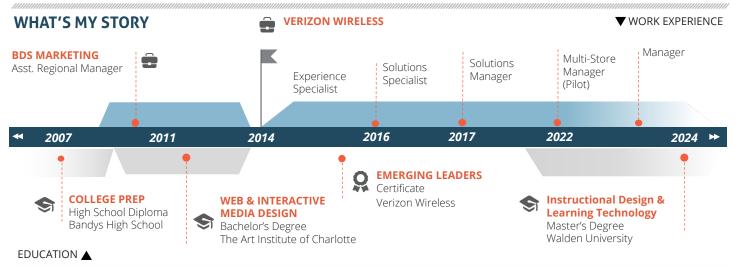


years Asst. Regional Manager committed to improving brand awareness and recommendation years in mobile design and development.



Dedicated, creative professional. Self-starter who is always up for new challenges. Adapts well in a fast pace work environment where things are both heavy in traffic flow and consistently changing. Proficient in data analytics, innovating current procedures to boost education, reduce cost as well as maximize return value through learning technologies.





### EXPERIENCE DETAILS

### **VERIZON WIRELESS**

ManagerCurrentMulti-Store Manager2022-2023Solutions Manager2017-2022Solutions Specialist2016-2017Experience Specialist2014-2016

AUG 2014 - Current

ID Developer on Deck Emergency Response Team Territory Lead Specialist Emerging Leaders

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- Led and developed teams within three retail locations to meet and exceed sales targets.
- > Managed operational efficiency including cycle counts, product returns, and merchandising while upholding brand standards.
- Delivered world-class customer service and support by resolving complex complaints and point-of-sale system issues.
- Developed instructional materials for both store and district levels, fostering in-depth product knowledge and empowering specialists to implement effective sales strategies.
- Completed exclusive leadership development programs, including Emerging Leaders at the district level and Lead Specialist at the territory level.
- > Evolved and standardized the Experience Specialist role by unifying approach to customer callbacks, wireless workshops, training guides, and other expected job duties for nine locations.
- Developed the first Experience Specialist "Swap Day" a collaborative peer learning experience for the district.

### **Instructional Design**

- Retail on-boarding program launched in Q4 2023-Trainer to Manager communication during virtural instructor lead trainings, and daily knowledge certification
- Digital Knowledge Guides -Created an interactive reference document sent to all retail staff and housed in the company knowledge database

### **BDS MARKETING**

AUG 2009 - DEC 2013

Assistant Regional Manager (Motorola Program)

- Assisted in developing a team of 14 people across the East coast, as well as ensuring the quality of reporting and goals were met.
- Developed training tools: training games, one-on-one coaching guides to better prepare the team for success.
- Managed and developed relationships with retail channels including regional, district and store level; accounts include: Verizon, T-Mobile, AT&T, Sprint, Boost, Best Buy, and Costco (150 retail locations).
- > Executed field operation of Motorola initiatives within locations by providing high-level product training on features, competitive advantages and customer scenarios.
- Gathered market intelligence of competitive brands to overcome objections, and increase brand recommendation with store personal.

### **SKILLS**









