

## JEREMY TARSHIS

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### EDUCATION

University of Utah, Salt Lake City, UT

**M.Ed in Instructional Design and Educational Technology**

2020

University of Utah, Salt Lake City, UT

**B.Mus in Music Education, Instrumental Emphasis**

2013

Snow College, Ephraim, UT

**A.S in Music**

2010

### TEACHING EXPERIENCE

Woods Cross High School, Woods Cross, UT

**Student Teacher – Instrumental Music**

2012

Developed lesson plans, co/solo facilitated classes, maintained gradebook.

### WORK EXPERIENCE

Samsung Electronics America

**Training Manager**

October 2023 – Current

Designed and developed training material to support contact center operations for Samsung US customer service. Led multiple training teams in The Philippines and India to facilitate new hire training, upskill trainings, and trainings on new products or policy changes. Contributed to several special project taskforces at the direction of HQ and Samsung US leadership. Helped launch a new Case Management System for all contact center sites. Utilized Absorb LMS to manage training materials for over 1000 agents. Participated in several new product launches while working across multiple cross-function teams under strict confidentiality protocols, including the Galaxy S24, Galaxy Z Flip/Fold6, Galaxy Book4, Bespoke laundry and kitchen appliances, and others.

Merit Medical

**IT Technical Training and Events Manager**

June 2021 – October 2023

Facilitated instructor-led training classes for office staff and line workers in Microsoft Office 365 products. Led a small team to develop materials for Office 365 classes and carry out other initiatives as directed by the Chief Technology Officer. Delivered remote training using Microsoft Teams. Deployed post-course surveys and gathered data on learner needs. Developed narrated instructional videos and guides to support online learning via SharePoint and LMS. Worked with InfoSec team to develop the company's first-ever self-paced Cyber Security E-Learning which was deployed in multiple languages. Wrote and contributed numerous articles, guides, and technical documents for our internal knowledge base. Responsible for set up, planning, and production of broadcasted live events featuring multiple cameras, studio lighting, various live sound configurations, and multiple types of software.

**IT Technical Trainer**

June 2019 – June 2021

Facilitated instructor-led training classes for office staff and line workers in Microsoft Office 365 products. Special training emphasis was placed on Excel, Word, PowerPoints, and Teams. Sole developer of curriculum and instructional materials. Delivered remote training using Microsoft Teams. Deployed post-course surveys and gathered data on learner needs. Developed narrated instructional videos and guides to support online learning via SharePoint.

StubHub Inc.

**Learning Specialist**

May 2017 – June 2019

Facilitated instructor-led training classes for both newhire and senior agents in a call center environment. Class sizes were up to 25 agents at a time for several weeks. Training focused on technical and soft skills. Brought on as one of two primary trainers during a ramp up of a new call center; trained over 200 agents over an eight-month period. Designed and developed course materials to use in classes. Contributed to a conversion of ILT content to CBT to support a part-time work from home program.

Dealertrack Technologies**DMS Training Specialist**

Facilitated instructor-led training classes for both newhire and senior employees in both call-center and software installation environments. Developed course materials and redesigned assessments.

January 2016 – March 2017

**Client Training Team**

Facilitated virtual training via GoTo Webinar for external clients that were onboarding onto the Dealertrack DMS web platform. Developed facilitator guides to be used for all trainings.

August 2015 – January 2016

**Implementation Specialist**

Delivered training and consultation to external clients that were onboarding onto the Dealertrack DMS web platform. Traveled to clients and helped customize and tailor the system to their needs, as well as consult on efficient processes.

June 2014 – August 2015

Mosaic Sales Solutions**Samsung Program, Lead Samsung Experience Consultant**

Provided sales advocacy as well as direct sales on behalf of Samsung. Led and managed the Samsung Experience Store located inside of Best Buy – Park City. Delivered product training to Best Buy associates and facilitated product training classes for Samsung customers. Frequently met or exceeded sales goals, and was recognized in the Top 100 of Samsung stores nationwide from Nov 2013 to Jan 2014.

October 2013 – May 2014

**Samsung Program, Samsung Experience Consultant**

Provided sales advocacy as well as direct sales on behalf of Samsung. Delivered product training to Best Buy associates and facilitated product training classes for Samsung customers.

April 2013 – October 2013

Marketsource**T-Mobile Program, Event Representative**

Provided sales advocacy as well as direct sales on behalf of T-Mobile. Oversaw a territory of multiple Wal-marts, Best Buys, and Sam's Clubs. Delivered product training to associates. Frequently met or exceeded sales goals and was twice recognized for being in the Top 100 of Event Representatives nationwide, in both Feb and Apr 2012.

April 2011 – October 2013

Radioshack**Sales Associate**

Provided customer service, stocked merchandise and installed promotional materials, trained New-Hire employees, commission-based sales

June 2010 – April 2011

Shopko Stores Inc.**Retail Sales Clerk/Electronics**

Provided customer service, stocked merchandise and installed promotional materials, trained New-Hire employees

September 2005 – June 2010

## LANGUAGES

English – Native Language

## MEMBERSHIPS

Association for Talent Development (ATD)

## PROFESSIONAL DEVELOPMENT

ATD International Expo 2022 in Miami, FL

ATD International Expo 2023 in San Diego, CA

ATD E-Learning Instructional Design Certificate – May 2023

## REFERENCES

Available upon request.