Jeremy Tarshis, M.Ed.

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Learning & Development Manager

Dynamic training manager with 10+ years of experience designing, delivering, and managing high-impact training programs across global operations. Proven track record of optimizing employee performance, driving customer satisfaction, and aligning training strategies with business objectives. Expert in LMS management, curriculum development, and leveraging diverse delivery methods, including VILT and eLearning. Well-versed in collaborating cross-functionally to implement strategic training initiatives that improve attendance, engagement, and knowledge retention. Merited for motivating, mentoring, and leading global teams while fostering career growth, internal mobility, and a culture of continuous learning.

Instructional Design (ADDIE, SAM) | Curriculum Development | Adult Learning Theory | Training & Development
Educational Psychology | eLearning | Virtual/Instructor Led Training (VILT/ILT) | Team Building & Leadership
Employee Engagement | Learner Experience | Performance Improvement | Global Cross-Functional Collaboration
Organizational Development | Content Creation & Multimedia Development | Project Management | LMS Administration

Professional Experience

Samsung Electronics America   Oct 2023 - Dec 2024
Training Manager

- **Global Training Team Leadership:** Directed training operations for a team of 20-25 in the Philippines and India, driving improvements in agent performance and customer experience through strategic training initiatives.
- **LMS Administration & Oversight:** Managed Absorb Learning Management System (LMS) for 1,500 employees across 3 countries, optimizing content deployment and user management to support global training objectives.
- **Redesigned New Hire Curriculum:** Spearheaded a comprehensive overhaul of the new hire training program, aligning it with KPIs (net promoter score (NPS), average handle time, revenue contribution) to enhance agent proficiency.
- **High-Impact Training Modules:** Developed and implemented product training programs for high-profile launches, ensuring teams were prepared under strict NDA and embargo conditions.
- **Comprehensive Curriculum Development:** Created and maintained training materials for procedural/process education, sales and product launches, and ongoing upskilling to ensure knowledge proficiency.
- **Cross-Functional Collaboration:** Partnered with Samsung teams on policy changes, sales events, product launches, and CRM migrations for the contact center.
- **NPS Improvements:** Teamed with operations to analyze NPS trends, creating refresher training that increased agent proficiency, reduced handle time, and raised NPS from 48 to a record-high 72.
- **AI Product Launch Training:** Developed specialized training for Samsung's first AI-enabled phone, co-creating materials, role-play scenarios, and proficiency assessments, leading to a 13% YoY revenue increase in Customer Service.

Merit Medical Inc.   Jun 2019 - Oct 2023
IT Technical Training Manager

- **Cybersecurity Training:** Developed the company's first mandatory cybersecurity training curriculum and eLearning module for 7,000 global employees in 10 languages, achieving 87% satisfaction and a 40% reduction in cybersecurity intrusions.
- **Office 365 Training Revamp:** Overhauled Office 365 training with a project-based scaffolding approach, increasing attendance by 150% and satisfaction to 92% while improving app proficiency and employee performance.
- **Project Management:** Leveraged Monday.com to streamline and manage learning and development (L&D) projects across departments, boosting efficiency and output.
- **Technical Writing:** Authored 50+ articles, guides, and handouts for the ServiceNow Knowledge Base, increasing agent efficiency and reducing customer support tickets.
- **Multimedia Learning Tools:** Created instructional videos, podcasts, and infographics to enhance learning accessibility across various subject matter areas.
- **Live Video Production:** Led the production of live video broadcasts for company town halls, announcements, and meetings, reducing overhead costs on third-party services.

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StubHub Inc.	May 2017 - Jun 2019
Learning Specialist	

- **New Hire Onboarding:** Facilitated training for 200+ employees in 12 months to support the launch of a new call center, using a blend of instructor-led (ILT) and virtual instructor-led training (VILT) methods.
- **Training Program Revamp:** Contributed to the overhaul of new hire training across multiple domains, aligning curriculum with business objectives, improving learning outcomes and employee satisfaction.
- **ITL to VILT Conversion:** Partnered on the conversion of ILT curriculum to VILT formats to accommodate internal virtual employees and outsourced partners.
- **Employee Upskills Training:** Delivered ongoing upskill training programs across multiple subjects, boosting employee retention and fostering internal career mobility.
- **Learning Outcome Assessments:** Wrote and revised several Level 2 assessments as part of content rework, improving the accuracy of learning outcome measurements and enhancing the evaluation of knowledge transfer.

Dealertrack Inc.	Jun 2014 - Mar 2017
DMS Trainer	

- **New Hire & Upskill Training Delivery:** Facilitated new hire and upskill training across various domains, fostering career growth and development for new and existing employees.
- **VILT Curriculum Development:** Designed a VILT curriculum to onboard new customers onto the Dealertrack Dealer Management System (DMS), enabling a smooth transition for the customer-facing training team.
- **Digital Assessment:** Revised and converted existing Level 2 assessments into a new assessment solution, improving data on learner outcomes and ensuring more accurate performance tracking.
- **Contact Center Training Facilitation:** Presented multiple training sessions for contact center employees, focusing on soft skills, case writing, and conflict resolution.

Education | Professional Development

Master of Education in Instructional Design & Educational Technology | University of Utah

Bachelor of Music in Music Education | University of Utah

E-Learning Instructional Design Certificate | Association for Talent Development (ATD)

Technical Acumen

Zendesk CMS	Articulate Storyline and Rise 360	vMix
Sprinklr CMS	Microsoft Office 365	Camtasia
Absorb LMS	Monday.com	OBS Studio
Confluence/JIRA	Snagit	Adobe (Illustrator/InDesign/Audition/Acrobat)