

RACHEL HAYES

IT Trainer

City, ST
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1098

IT trainer with expertise in technology education and curriculum development

Experienced IT trainer with five years of experience designing and delivering technical training programs. Adept at explaining complex IT concepts and creating engaging learning materials.

Professional Experience

IT Trainer *Tech Education Solutions, City, ST | March 2019 - Present*

- Developed IT certification prep courses, increasing student pass rates by 40%
- Delivered hands-on IT training workshops for corporate clients

Technical Instructor *City College, City, ST | June 2017 - February 2019*

- Taught networking and cybersecurity courses to students pursuing IT certifications
- Created digital learning resources that improved student engagement by 30%

Education

Master of Education in Instructional Technology (May 2017) University of City, City, ST

Key Skills

- IT training and certification prep
- Learning management systems (LMS)
- Curriculum development
- Software training (Microsoft, Cisco, AWS)
- Technical writing and documentation

Certifications

- CompTIA Certified Technical Trainer (CTT+)
- Microsoft Certified Trainer (MCT)