JULIAN MERCER

CORPORATE TRAINER

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PROFESSIONAL SUMMARY

Corporate Trainer with 7+ years facilitating onboarding and leadership programs at Marriott International and Enterprise Mobility. Designs practical workshops, coaches new managers, and measures training through assessments and on-the-job results.

PROFESSIONAL EXPERIENCE

Senior Corporate Trainer Apr 2023 - Present
Marriott International, Bethesda, MD

- Facilitate a front-line leadership program for 220 new managers a year with satisfaction scores of 4.7 out of 5.
- Redesigned the new manager onboarding curriculum with business leaders, cutting time to full productivity from 12 weeks to nine.
- Measure each program with pre and post assessments and manager follow-ups, showing average knowledge gains of 28 points.
- Coach four regional trainers on facilitation methods and feedback, and all four now run sessions without supervision.
- Built job aids and short video guides that reduced repeat questions to the training team by about a third.

Corporate Trainer Feb 2021 - Mar 2023

- Delivered customer service and systems training to 1,200 employees across 30 properties, in person and by video.
- Created hands-on role plays and scenario exercises that raised guest service scores in trained teams by about six points.
- Updated training decks and guides after every cohort using participant feedback, completing about 40 revisions.
- Scheduled and tracked all sessions in the learning management system, keeping attendance records 100% complete.
- Observed trained employees on the floor after each cohort and shared coaching notes with supervisors, which reinforced skills in daily work.

Training Specialist Jul 2019 - Jan 2021
Enterprise Mobility, St. Louis, MO

- Trained 150 management trainees on sales conversations, damage billing, and customer care using a mix of classroom and ride-along sessions.
- Developed quiz-based refreshers that raised policy knowledge test scores from 76% to 89% in two quarters.
- Visited branches to observe new hires and share coaching notes with managers, supporting a 10% drop in first-year turnover.
- Moved in-person onboarding to virtual sessions in six weeks with no reduction in completion rates.
- Ran train-the-trainer sessions for 25 branch managers on delivering consistent onboarding.
- Collected end-of-course surveys and manager feedback each quarter and summarized themes that shaped the next round of curriculum updates.

CORE SKILLS

Facilitation | Training development | Onboarding programs | Leadership training | Needs assessment | Learning management systems | Virtual training | Kirkpatrick evaluation | Coaching | Curriculum design | Role-play design | Presentation skills | Train-the-trainer | Job aids

EDUCATION

B.S. in Organizational Leadership, University of Missouri, Columbia, MO

CERTIFICATIONS

Certified Professional in Talent Development (CPTD) | SHRM-CP