

THOMAS PECK

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Utilizing my diverse skillset and experience, my objective is to help create an agile and responsive learning environment within a company. Creating purposeful learning documentation, leading new leaders in self discovery and creating succession plans are an integral part within my work focus.

EXPERIENCE

JANUARY 2022 – CURRENT

ADMINISTRATIVE ASSISTANT (TITLE OPERATIONS), AMTRUST TITLE

Posting remittance payments, creating solutions with file inconsistencies, training agents on ad hoc basis, developing proactive tracking systems between multiple shareholders

FEBRUARY 2020 – DECEMBER 2021

TEAM MEMBER, STATE FARM AGENTS

Sales and service for a State Farm agent. P&C and Life/Health licensed in IN, OH and MI. Experience in inside sales, raw new and claims assistance. Salesforce ECRM and PolicyCenter experience. Average of \$17,000P&C and \$1,000 Life/Health premium gained monthly.

SEPTEMBER 2019 – FEBRUARY 2020

PROCESS AND LEARNING SUPERVISOR, WAYFAIR

Created network standardized training checklists, based upon successful needs assessment for all Wayfair Fulfillment centers nationwide. Interviewed and vetted site based training teams across three sites and 14 shifts. Trained over 120trainers in a two month timeframe to prepare for Peak hiring season. Developed unique training KPIs and tracking processes, including new hire tracking, trainer evaluations, and supervisor evaluation. Fostered and developed relationships across departments to successfully implement training processes, and gather stakeholder support.

NOVEMBER 2018 – APRIL 2019

TRAINING COORDINATOR, DEUFOL

Track and record training for all processes at 5 US locations. Identify and train peer to peer trainers. Improved training compliance with Company processes and OSHA yearly safety by 54%. Reduced training budget by 33%, with full LMS and technology usage.

AUGUST 2017 – NOVEMBER 2018

CURRICULUM FACILITATOR, FAYETTE COUNTY COMMUNITY CORRECTIONS

Responsible for curriculum education for Fayette County Jail. Graduate rate of 60% (increase of 20% from 2016). Creating specialized case goals for offenders to reintegrate successfully into community

SKILLS

- Curriculum Development
- Process Improvement
- Coaching
- Succession Planning
- Learning Management Systems
- Insurance Education
- Customer Service
- Data Analysis

STATEMENT

As a former teacher and coach, I have always had a passion for educating and helping people reach their goals. As I moved in to the corporate realm, I have always looked for ways to turn any job I have in to creating learning experiences for myself, coworkers or customers. An education focused outlook on life has assisted me greatly in becoming the person that I am today. Even in my current position, I am consistently searching for and finding new knowledge that I develop in to successful learning processes for myself, coworkers or customers.