

Trenton Moore

PROFESSIONAL IN THE LEARNING & DEVELOPMENT FIELD

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☎ 616-325-5655

📍 Grand Rapids, MI

WORK EXPERIENCE

Learning Content Developer

Monarch Investment & Management Group

12/2022 – Present

Regions in 20+ States

Achievements/Responsibilities

- Achieved positive feedback and recognition from trainees, with documented improvements in employee performance and retention rates.
- Developed and conducted training programs on customer service, sales techniques, conflict management, fair housing, and administrative duties using Articulate Storyline, PowerPoint, and various LMS platforms.
- Assessed training needs through secret shop results and performance evaluations to recommend and execute training plans.
- Coordinated and delivered live training webinars via GoTo Webinar and Microsoft Teams, along with in-person group and one-on-one sessions.
- Trained brand new employees to prepare them for their roles, ensuring they hit the ground running and were well-equipped with necessary skills and knowledge.
- Provided advanced training for seasoned employees to hone their skills, stay updated with industry standards, and improve performance.
- Created supplemental training documents using Word, Canva, PowerPoint, Photoshop, Excel, Publisher, and other digital creation tools.
- Developed comprehensive online training courses using Articulate Storyline, designing highly interactive and engaging modules that enhanced learner participation, knowledge retention, and alignment with company branding.

Assistant Community Leader

Trilogy Real Estate Group

10/2021 – 12/2022

Wyoming, Michigan

Achievements/Responsibilities

- Typical leasing duties – converting prospects to residents, promoting resident retention through community events, lease renewals, resolving resident concerns.
- Design social media flyers and graphics for marketing, outreach, & community events.
- Accounting - managing delinquency, aged receivables, month-end accounting, attending court for filed non-payments or other legal complaints.
- Training staff, managing team to ensure company policy is proactively followed.

Senior Leasing Consultant

Land & Company

08/2019 – 08/2021

Grand Rapids, Michigan

Achievements/Responsibilities

- Encouraged prospective tenants to apply by giving information on apartments, going over floor plans and provided in-person or virtual tours of apartments.
- Responsible for processing applications, including performing credit and background checks, verifying and investigating applicant's prior landlord history and employment.
- Helped with basic training of team and new leasing consultants, responsible to answer most questions team might have & assist leasing team with challenges.

Hiring and Training Manager

Subway

06/2016 – 08/2019

Grand Rapids, Michigan

Achievements/Responsibilities

- Responsible for recruiting new team members or managers to the Subway team including training new and returning member.
- Completed on-boarding protocols for new employees.
- Created standard procedures for employees to follow, including documents & charts.
- Opened & closed restaurant, cash control, inventory, resolving customer problems, and cash deposits.

EDUCATION

Pre-Business A.A. (General Transfer)

Grand Rapids Community College

01/2023 – Current

Grand Rapids, MI

- Enrolled to obtain credits for transfer to University of Michigan-Dearborn

Marketing & Management

Allegan County Area Technical & Education Center

09/2017 – 05/2018

Allegan, MI

Courses

- Excelled in "Marketing and Management" program
- Certificate of Completion from program

General Education

Wayland Union High School

09/2014 – 05/2018

Wayland, MI

Courses

- High school diploma
- Focus on business-based elective classes
- Dual enrolled at Davenport University

SKILLS & INTERESTS

Problem Resolution	Instructional Design	Sales
Microsoft Outlook & Teams	Word	PowerPoint
Excel	Publisher	Articulate Storyline
DocuSign	Adobe Photoshop	Grace Hill
Customer Service	Detail-Oriented	Great Communicator
Blue Moon	GoTo Webinar	Property Management
Yardi CRM	Yardi Voyager	Dedicated & Hard Worker
Canva	Self-Sufficient	Housing Choice Voucher Program (S8)
Website Design	Certificate Creation	Adaptability
Integrity	AI Platforms	E-Learning Development
Fair Housing Laws	Learning Management Systems	

ACHIEVEMENTS

Business Professionals of America

(2015 - 2018)

Has earned numerous awards and accomplishments. Awarded for events in Presentation Management (3 awards), Administrative Support Procedure's (2 awards), Website Design (1 award), Publishing applications (1 award), and Spreadsheets (2 awards)

Microsoft Office

(2017 - Present)

Obtained certification for Microsoft Office Word and Microsoft Office PowerPoint. I am proficient in Microsoft Office Excel as well

Fair Housing Basics & Best Practices

(2019 - Present)

Awarded by the Fair Housing Center of West Michigan in late 2019 & awarded Fair Housing Annual Update in mid 2020

See more of my skills on my website! Sunburst-Studio.com/resume