

Wayde Salmon

Operations and Client Experience Leader

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Organizational Transformation | Leadership Development | Quality and Learning

Operations and Client Experience leader with 20+ years in service organizations. Builds and transforms operating models, systems, and processes that connect people, technology, and service performance. Leads through managers and functional leads across internal and international BPO teams, with responsibility for departmental budgets and staffing. Brings senior stakeholders together to strengthen client relationships, develop leadership capability, and deliver lasting operational improvement.

Leadership Impact

Leading Leaders Develops managers to coach effectively, address performance challenges, and prepare employees for greater responsibility. Builds leadership programs and succession pipelines that strengthen teams as organizations grow.

Client and Executive Relationships Leads service reviews with directors and vice presidents, resolves sensitive escalations, and turns client concerns into clear improvement plans. Builds trust through practical solutions and dependable follow through.

Building and Transforming Functions Establishes operations, learning, quality, and BPO capabilities from the ground up. Defines standards, redesigns workflows, and introduces analytics and AI supported quality oversight to guide service improvement.

Professional Experience

Postman Law / Atticor

Senior Manager, Personal Injury Training & QA

December 2025 to September 2026

- Owned L&D, QA, and international BPO operations, with autonomy over programs, KPIs, operating procedures, departmental budgets, hiring, and salary costs.
- Built the learning and quality infrastructure and established hiring, onboarding, scheduling, and performance expectations for BPO teams in Mexico and Jamaica.
- Led a service performance turnaround through redesigned KPIs, leadership reviews, prioritization, and corrective action, reducing overdue work by approximately 58% within 30 days.
- Improved average quality from approximately 43% to 91.8% through evaluation standards, calibration, targeted coaching, and leader accountability.
- Implemented AI assisted call review to flag client frustration and departure risks for human review. Partnered with Product on Salesforce enhancements and equipped teams with job aids and video guidance.

Walmart Specialty Pharmacy

Manager II, Learning & Development

January 2023 to December 2025

- Directed learning, quality, and related operations, owning functional teams, departmental budgets, and staffing. Established a shared quality framework and secured clinical stakeholder support for consistent service standards.
- Transformed support workflows, SOPs, and performance visibility, increasing operational efficiency by 30% while improving the speed of client issue resolution.
- Unified initial onboarding across clinical and service teams to strengthen collaboration. Combined support automation with self service learning to shorten onboarding time by 40%.
- Built tiered leadership readiness programs, individualized development paths, and coaching practices that increased internal promotions by 35%. Delivered leadership workshops to more than 200 staff and managers.
- Led development of the ScriptMed training program and supported URAC and ACHC accreditation through training records, proficiency checks, and annual competency attestations.

TurningPoint Healthcare Solutions

Senior Operations Manager, Clinical Operations

August 2020 to January 2023

- Led an 80 person clinical and client interaction organization through 15 managers, supervisors, and team leads, with authority over operating standards, departmental budgets, and staffing.
- Represented operations in approximately 15 monthly payer reviews with directors and vice presidents. Addressed performance concerns, resolved provider escalations, and partnered with IT to validate client reporting.
- Partnered with physicians to redesign peer to peer scheduling and strengthen team oversight, reducing coordination turnaround from three to four days to 18 to 24 hours.
- Introduced Tableau dashboards and trend analysis to improve productivity and client satisfaction. Redesigned workforce planning and scheduling to strengthen peak coverage while reducing labor costs by 10%.
- Helped scale the operation through vendor partnerships, a new phone system, and a rebuilt L&D program. Developed a management pipeline that reduced reliance on external hires by more than 40%.

Municipal Property Assessment Corporation

Supervisor | Earlier Training and Frontline Roles

2005 to 2018

- Led a 20 person service team, coached performance, and partnered with field managers to create shadowing and career development opportunities. Earlier served as union chief steward, helping resolve employee and management concerns.
- Co developed onboarding after Train the Trainer instruction and delivered training to classes of approximately 20 to 30 associates using ADDIE principles.

Education and Professional Development

Court and Tribunal Agent program, Seneca College of Applied Arts and Technology

Train the Trainer and ADDIE principles

Technology

Microsoft 365, advanced Excel, Tableau, Salesforce, NICE inContact, ScriptMed, 360Learning, Twilio, and ADP