

WAYDE SALMON

Operations | Client Experience | Contact Center Leadership

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Executive profile

Senior operations, client experience, and contact center leader with 20+ years building and scaling customer operations and service delivery across healthcare, specialty pharmacy, legal services, public sector, international BPO, and entrepreneurial environments. Creates operating models, KPI governance, workforce routines, quality and learning systems, and human-validated AI-supported review workflows that turn service problems into measurable results. Led an 80-person clinical operation through 15 leaders, reduced past-due work 58% within 30 days, and raised average quality 20.8 percentage points from approximately 71% to 91.8%.

Selected impact

OPERATING MODEL AND KPI BUILD Built the operating model and KPI governance for an international BPO supported team, reducing past due work 58% within 30 days.

QUALITY TRANSFORMATION Raised average quality 20.8 percentage points, from approximately 71% to 91.8%, through governance, coaching, and leadership accountability.

LEADERSHIP SCALE Led an 80 person clinical operations organization through 15 managers, supervisors, and team leads.

HEALTHCARE OPERATIONS Launched Walmart Specialty Pharmacy's QA program and accelerated onboarding through process and digital learning improvements.

Core expertise Operations Strategy | Client Experience | Customer Experience | Contact Center Operations | Client Operations | Customer Success Operations | Service Delivery | BPO and Vendor Operations | KPI and SLA Governance | Workforce Performance | Quality and Training | Escalation Management | Operational Excellence | Human-Validated AI-Supported Review | Change Leadership | Stakeholder Management

Professional experience

Postman Law / Atticor PL MSO LLC

Orlando, FL (Hybrid)

Senior Manager, Learning & Development and Quality Assurance

Dec 2025 to Sep 2026

- Built and led the operational integration of an international BPO support team serving multi state U.S. operations, establishing KPI definitions, reporting, leadership cadences, escalation paths, and clear performance expectations.
- Reduced past due work 58% within 30 days by creating backlog visibility, prioritization routines, operating reviews, and direct leadership accountability.
- Built the organization's integrated Quality Assurance and Learning & Development infrastructure from the ground up, connecting evaluation findings to training, coaching, and operational action.
- Designed a 100-point call-quality framework with human-validated AI-supported review, sampling, calibration, appeals, coaching protocols, and performance-improvement mechanisms.
- Improved average quality performance from approximately 71% to 91.8% by translating trends into targeted leader action plans and recurring accountability reviews.
- Partnered with executives and operational leaders to standardize service delivery, onboarding, workforce readiness, and performance governance across U.S. and BPO teams.

Walmart Specialty Pharmacy

Orlando, FL

Manager II, Learning & Development | Quality and Operations

Jan 2023 to Dec 2025

- Led learning, quality, process readiness, and operational performance initiatives for a nationwide specialty pharmacy operation serving patients across the United States and Puerto Rico.
- Designed and launched Walmart Specialty Pharmacy's Quality Assurance program, establishing evaluation standards, reporting routines, coaching expectations, and operational feedback loops.

Walmart Specialty Pharmacy (continued)

- Built KPI dashboards and structured operating reviews that strengthened service level visibility, performance accountability, and cross functional decision making.
- Launched process and digital learning improvements that accelerated onboarding while strengthening certification, remediation, and compliance routines.
- Converted quality findings, process changes, and operational defects into targeted training, job aids, SOPs, and post training audits.

TurningPoint Healthcare Solutions

Orlando, FL

Senior Operations Manager, Clinical Operations | Previously Customer Interaction Manager

Aug 2020 to Jan 2023

- Led an 80 person clinical operations organization through 15 managers, supervisors, and team leads supporting utilization management and customer interaction workflows.
- Strengthened SLA adherence and service quality through operating-model redesign, clearer KPIs, quality routines, and stronger leadership accountability.
- Directed workforce planning, scheduling, capacity decisions, and performance reviews while maintaining service levels in a complex healthcare operation.
- Implemented performance analytics and automation to reduce manual work, improve leadership visibility, and support customer and clinical outcomes.
- Developed frontline leaders and clarified manager operating rhythms to improve coaching consistency, accountability, and succession readiness.

Earlier leadership and entrepreneurship

Municipal Property Assessment Corporation (MPAC) | Contact Center Manager | Ontario, Canada | 2005 to 2018

- Led public sector contact center operations, workforce performance, hiring, training, quality and data audits, and multichannel service delivery for Ontario property owners and stakeholders.
- Managed complex customer and stakeholder issues in a high accountability environment, using facilitation, coaching, and cross functional coordination to improve execution.

Alux Travel and Tours Inc. | Founder & Managing Director, Concurrent Venture | 2016 to Present

- Founded and operated a relationship driven client service business, owning business strategy, financial planning, supplier partnerships, marketing, service delivery, and customer retention.
- Built client workflows and service recovery practices for complex travel and group transactions, coordinating suppliers and resolving time sensitive customer issues.
- Developed and supported associate agents while establishing service standards, commercial discipline, and relationship based customer practices.

Education, professional development and technology

Education: Seneca College of Applied Arts and Technology, Court and Tribunal Agent

Professional development: Leadership principles | Relationship management | Negotiation and dispute resolution | Group facilitation | Coaching | Instructional design | Change management | Contact center management

Technology: Verint | NICE | CallMiner | Calabrio | Microsoft Power BI | Salesforce | Zendesk | Microsoft 365 | Google Workspace | Ulearn