

WAYDE SALMON

Quality | Learning & Development | Operational Excellence

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Executive profile

Quality, learning, and operational excellence leader with 20+ years building enterprise capability across contact centers, healthcare, specialty pharmacy, legal services, public sector, and international BPO. Integrates QA governance, learning strategy, coaching, leader enablement, KPI management, and human-validated AI-supported review so performance data becomes operational action and improves client and customer experience. Built QA programs at Postman and Walmart Specialty Pharmacy, raised average quality 20.8 percentage points from approximately 71% to 91.8%, and led an 80-person clinical operation through 15 leaders.

Selected impact

ENTERPRISE BUILD Built integrated QA and L&D infrastructure from zero across U.S. operations and an international BPO.

MEASURABLE QUALITY Improved average quality from approximately 71% to 91.8% through scorecards, calibration, coaching, and leader accountability.

OPERATIONAL PERFORMANCE Built KPIs and operating reviews that contributed to a 58% reduction in past due work within 30 days.

LEARNING SYSTEMS Built leadership, certification, remediation, and continuous-learning systems that accelerated onboarding and workforce readiness.

Core expertise Quality Strategy | Customer Experience Quality | Contact Center QA | Learning Strategy | Training Operations | QA Governance | Calibration and Appeals | Coaching Systems | Leadership Development | Instructional Design | Performance Analytics | Compliance Readiness | BPO Enablement | Human-Validated AI-Supported Review | Continuous Improvement

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, creating KPI definitions, reporting, leadership cadences, escalation visibility, and performance expectations that contributed to a 58% reduction in past due work within 30 days.
- Built the organization's Quality Assurance and Learning & Development infrastructure from the ground up as its first dedicated training leader, supporting multi state U.S. operations and an international BPO.
- Designed the enterprise call-quality framework, including a 100-point scorecard, human-validated AI-supported review, sampling, calibration, appeals, coaching workflows, and performance-improvement mechanisms.
- Improved average quality performance from approximately 71% to 91.8% by converting evaluation data into targeted coaching, leader action plans, and recurring accountability reviews.
- Developed onboarding, continuing learning, leadership readiness, and workforce certification programs designed to improve consistency, compliance, customer experience, and speed to proficiency.
- Established quality trend reviews, calibration, appeals, and action planning routines that gave operational leaders a sustainable governance model rather than a one time audit process.

Walmart Specialty Pharmacy

Orlando, FL

Manager II, Learning & Development | Quality and Operations

Jan 2023 to Dec 2025

- Led learning strategy, curriculum, certification, quality integration, and workforce readiness programs for a nationwide specialty pharmacy operation serving the United States and Puerto Rico.
- Designed and launched Walmart Specialty Pharmacy's Quality Assurance program, defining evaluation standards, reporting routines, coaching expectations, and the process for converting findings into learning priorities.

Walmart Specialty Pharmacy (continued)

- Converted quality findings, operational defects, and process changes into targeted learning, remediation, job aids, SOPs, and post training audits.
- Deployed digital learning and support-process improvements that accelerated onboarding and strengthened readiness for complex pharmacy workflows.
- Designed competency based coaching, cross training, and leadership development routines that strengthened the internal leadership pipeline and performance accountability.

TurningPoint Healthcare Solutions

Orlando, FL

Senior Operations Manager, Clinical Operations | Previously Customer Interaction Manager

Aug 2020 to Jan 2023

- Directed performance, quality, coaching, and workforce execution for an 80 person clinical operations organization through 15 managers, supervisors, and team leads.
- Strengthened SLA adherence and service quality by establishing clearer KPIs, quality routines, leader coaching, and performance-review cadences.
- Built a frontline leadership pipeline and manager operating routines that improved readiness, consistency, and accountability.
- Introduced performance analytics and automation to reduce manual work, identify skill gaps, and focus training on operational outcomes.
- Partnered across operations and clinical functions to translate performance gaps into practical coaching, learning interventions, and leader action.

Earlier leadership and entrepreneurship

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

- Led public sector contact center training, curriculum development, coaching, performance management, hiring, and quality and data audits.
- Used facilitation and relationship management to support leaders, resolve stakeholder issues, and maintain consistent service across multichannel operations.

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

- Founded and operated a client service business, building service standards, customer workflows, supplier relationships, training practices, and service recovery mechanisms.
- Applied coaching, negotiation, and relationship management to retain customers, resolve complex issues, and support associate agents.

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 | Social and emotional intelligence

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