

WAYDE SALMON

Learning, Quality & Workforce Development Leader

Orlando, Florida | (689) 777 2700 | waydesalmon@gmail.com
waydesalmon.com | linkedin.com/in/wayde-salmon

Function Building | Leadership Development | Quality Governance | Organizational Change

Learning and Quality leader with 20+ years in service organizations. Defines learning strategy and builds quality frameworks and development systems that strengthen workforce capability and service performance. Leads organizational change across internal and international BPO teams through leadership development, integrated onboarding and adoption of new systems and processes. Integrates AI into quality oversight to surface client risks and inform coaching and intervention. Aligns senior stakeholders around shared standards, workforce readiness and a culture of accountability and continuous improvement.

Leadership Impact

Building Learning & Quality Functions Owned learning and quality strategy, departmental budgets and teams, including functional leads. Built programs from the ground up and defined KPIs, evaluation standards and operating guidance to strengthen workforce readiness and service performance.

Strengthening Culture & Collaboration Brought clinical and service teams into shared onboarding and secured agreement on common quality standards. Used training and call reviews to improve respectful communication and strengthen working relationships across departments.

Developing Leaders & Preparing Teams Developed leadership programs that helped managers coach, review performance and grow their teams. Led training for major system changes and established proficiency checks to confirm employees could apply what they learned.

Learning Strategy • Instructional Design & ADDIE • Quality Governance • Budget & Workforce Planning • Leadership Development • Competency Assessment • Change Adoption • BPO Enablement

Professional Experience

Postman Law / Atticor PL MSO LLC

Senior Manager, Personal Injury Training & QA

Orlando, Florida | Dec 2025 to Sep 2026

- Owned QA and L&D strategy, teams and departmental budgets, including hiring and salary costs. Built both functions from inception and authored standard operating procedures, procedure guides and work instructions.
- Turned quality findings into targeted learning, coaching and management action plans, improving average quality from approximately 71% to 91.8%.
- Built workforce readiness for international BPO expansion through onboarding, performance expectations and leader accountability; supported a service turnaround that reduced overdue work by approximately 58% within 30 days.
- Introduced AI assisted call review to identify client dissatisfaction and retention risks for human follow up; partnered with Product on Salesforce adoption and coached trainers on learning and quality practices.

Walmart Specialty Pharmacy

Manager II, Learning & Development

Orlando, Florida | Jan 2023 to Dec 2025

- Established QA and rebuilt L&D, with authority over teams, departmental budgets and hiring. Secured pharmacist support for shared quality standards and moved evaluation into NICE inContact.

Walmart Specialty Pharmacy | Continued

Manager II, Learning & Development

Orlando, Florida | Jan 2023 to Dec 2025

- Reshaped onboarding and quality practices to strengthen organizational culture, bringing pharmacists, nurses, technicians and patient care coordinators into shared learning and reinforcing respectful internal communication.
- Built leadership development for team leads and area coaches, connecting emotional intelligence, coaching and presentation skills with recurring reviews of talent development and department performance.
- Led a yearlong ScriptMed learning initiative from source material analysis through staff rollout, creating the curriculum, job guidance and training delivery needed for system adoption.
- Established training records, proficiency sign offs and annual competency attestations to support URAC and ACHC accreditation; provided interim leadership to rebuild another facility's training function.

TurningPoint Healthcare Solutions

Senior Operations Manager, Clinical Operations

Orlando, Florida | Aug 2020 to Jan 2023

- Directed the L&D function and its leads, owning strategy, departmental budgets, staffing and KPIs. Rebuilt curriculum, workflows and delivery schedules and created a state requirements reference that informed a similar nursing resource.
- Led an 80 person organization through 15 managers, supervisors and team leads, connecting workforce development with service priorities and management accountability.
- Represented operations in approximately 15 monthly payer reviews with directors and vice presidents; partnered with IT to validate client reporting and translate performance questions into improvement actions.
- Redesigned physician coordination through relationship building, scheduling changes and dedicated supervision, reducing peer to peer turnaround from 3 to 4 days to 18 to 24 hours.

Municipal Property Assessment Corporation (MPAC)

Supervisor | Earlier training and frontline roles

Ontario, Canada | 2005 to 2018

- Co developed onboarding from inception using ADDIE principles and delivered full training to cohorts of approximately 20 to 30 associates.
- Developed a team of 20 associates and built field partnerships that created shadowing opportunities, strengthened skills and supported internal career progression.
- Served as chief union steward, mediating concerns and building constructive working relationships between employees and leadership.

Education & Professional Development

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

Train the Trainer | ADDIE principles and onboarding development

Technology

360Learning • Ulearn • NICE inContact • Salesforce • ScriptMed • ConnexUs • Microsoft 365 & Excel • Twilio