

WAYDE SALMON

Operations & Client Experience Leader

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

Organizational Transformation | Client & Provider Relationships | Leadership Development

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 organizational change across internal and international BPO teams, developing leaders and establishing the capabilities needed to support growth. Integrates AI into quality oversight to identify client risks and guide leadership intervention. Aligns senior stakeholders around strategic priorities, shared standards and accountability for sustained improvement.

Leadership Impact

Leading Leaders Led operations, learning and quality through managers, supervisors and team leads, with responsibility for departmental budgets and staffing. Developed leaders to coach effectively, address performance issues and prepare employees for greater responsibility.

Client & Executive Relationships Strengthened client and provider relationships by leading service reviews with directors and vice presidents and resolving escalations. Turned client concerns into clear action plans for internal teams and followed through on the improvements promised to clients.

Building & Improving Operations Built quality, learning and BPO functions, defining the KPIs, standard operating procedures and work instructions that guided delivery. Redesigned workflows and team responsibilities to improve responsiveness, collaboration and adoption of change.

Client & Provider Relations • Budget Management • Workforce Planning • Vendor & BPO Management • Operating Model Design • Performance Governance • Change Leadership

Professional Experience

Postman Law / Atticor PL MSO LLC

Senior Manager, Personal Injury Training & QA

Orlando, Florida | Dec 2025 to Sep 2026

- Owned QA, L&D and international BPO operations, setting functional direction and managing departmental budgets, hiring and salary costs. Built teams and programs from inception, defining KPIs, procedures and service standards.
- Led a service performance turnaround by rebuilding management reviews, work prioritization and accountability for corrective action; reduced overdue work by approximately 58% within 30 days.
- Integrated quality evaluation, targeted coaching and leadership reviews into service management, improving average quality from approximately 71% to 91.8%.
- Introduced AI assisted call review to surface client dissatisfaction and retention risks for leadership intervention; partnered with Product on Salesforce enhancements and workforce adoption.

Walmart Specialty Pharmacy

Manager II, Learning & Development

Orlando, Florida | Jan 2023 to Dec 2025

- Directed L&D, QA and related operations, with authority over departmental budgets, hiring and salary costs. Established the first QA function and secured clinical stakeholder support for shared standards across pharmacy and service teams.

Walmart Specialty Pharmacy | Continued

Manager II, Learning & Development

Orlando, Florida | Jan 2023 to Dec 2025

- Reshaped internal service culture through shared onboarding and quality expectations for respectful communication, strengthening collaboration among pharmacists, nurses, technicians and patient care coordinators.
- Developed managers and team leads through leadership programs and recurring department reviews focused on coaching, talent development, relationship management and accountability.
- Led workforce readiness for the ScriptMed transition and supported URAC and ACHC accreditation through training governance, documented proficiency and ongoing competency assessment.

TurningPoint Healthcare Solutions

Senior Operations Manager, Clinical Operations

Orlando, Florida | Aug 2020 to Jan 2023

- Directed an 80 person organization through 15 managers, supervisors and team leads, with authority over departmental budgets, hiring and salary costs. Set priorities, KPIs and procedures across service, learning and quality responsibilities.
- Represented operations to client directors and vice presidents in approximately 15 monthly payer reviews; partnered with IT to validate reporting, interpret results and own follow through on service risks and improvement commitments.
- Redesigned physician coordination through trusted partnerships, availability based scheduling and dedicated supervision; reduced peer to peer turnaround from 3 to 4 days to 18 to 24 hours.
- Helped scale the operation by establishing dedicated intake ownership and rebuilding training infrastructure; supported a new phone system implementation and managed vendor relationships.
- Resolved sensitive provider escalations by aligning internal teams around client concerns, restoring communication and coordinating action on delayed responses.

Municipal Property Assessment Corporation (MPAC)

Supervisor | Earlier training and frontline roles

Ontario, Canada | 2005 to 2018

- Developed a team of 20 associates through performance coaching and partnerships with field managers, creating shadowing opportunities that supported career progression.
- Served as chief union steward, mediating sensitive employee concerns and maintaining constructive relationships between associates and leadership.
- Co developed onboarding from the ground up using ADDIE principles and delivered training to cohorts of approximately 20 to 30 associates.

Education & Professional Development

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

Train the Trainer | ADDIE principles and onboarding development

Technology

Microsoft 365 & Excel • Salesforce • NICE inContact • Zendesk • ScriptMed • 360Learning • Twilio • ADP