

Benjamin J. McCall, MBA

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TALENT & HR STRATEGY | ORGANIZATIONAL DEVELOPMENT

Professional Summary

Innovative and driven professional with 13+ year comprehensive background in **Strategic HR, Learning Strategy, Business Implementation, Performance Management & Executive Development**. **Proven ability to increase profit & decrease cost** within customer service and sales, and business process improvement. Deep effectiveness in working across the business and independently while developing rapport with executive stakeholders and employees at all levels.

Key Competencies

- Leadership Development, Sales & Customer Service
- Salesforce.com, WebEx
- HR Measurement & Performance Evaluation
- Strategic Problem Solving and Process Improvement
- Recruiting and Organizational Assessment
- Communications, Marketing and Social Media

Key Accomplishments

- Built Standard Register's Leadership Development efforts, focusing on strategic planning, instructional design, communication campaigns, core competencies, coaching, management development and strategic leadership (Executive to Front-Line)
- Worked with Continuous Improvement team to collect and implement SR's strategic ideation projects using A3 methodology. Lead strategic problem solving efforts - trained, coached and mentored associates to solve business-critical problems.
- Selected as a lead facilitator for Culture and Change implementation efforts delivered across Standard Register businesses.
- Built and delivered Western Southern Financial Groups sales training boot camp in offices across the U.S. Measure the effectiveness of New Agent & Management Leadership Training to increase participant skill performance by 14%.
- Aligned TP Mechanical Contractors resources to build training, Project Management & Intern programs from inception to execution. Utilized development, coaching and workforce development.

Professional Experience

STANDARD REGISTER, Dayton, OH

Leadership Performance Consultant

2010 to present

Developed company's Leadership Development Program for key talent within our business units. Work directly with executive leadership team. Primary responsibility to increase profit through Learning, HR, Talent and Change initiatives.

- Consulted with the senior executive team and business unit leadership teams across the business to problem solve, identify strategic opportunities, and find talent and capability gaps to deliver organizational effectiveness.
- Drive the delivery and implementation of corporate Leadership Development, recruitment and retention, coaching and strategic planning process (A3) via quarterly review sessions, negotiation and coaching executives, managers and employees.
- Responsible for increasing awareness of company learning programs through a multifaceted communications strategy.
- Competency Modeling, Assessments, Leadership Coaching, Performance, Change Management, and Workforce Alignment.
- Oversaw instructional design, publication, training material execution, and design while utilizing various channels (social networks, etc) to promote company programs, mission critical messaging, and communications.
- Part of team that lead Salesforce.com training implementation. Moved from Instructor to Virtual format, saving in excess of \$100K.

TP MECHANICAL CONTRACTORS, Cincinnati, OH

Head of Corporate Training and Development

2007 to 2009

Reported to CEO and Director of HR. Primary responsibility to increase profit through HR, Online and Face to Face tools. These included LMS, WebEx, coaching, mentoring, strategic direction, recruiting, planning, management and implementation of leadership and operations programs.

- Increased internal development opportunities while realizing a 60% decrease in operations budget.
- Collaborated with team to align communications and strategy of HR activities across company resulting in a 65% adoption rate.
- Built and implemented new Leadership, Project Management and Intern programs from inception to execution.

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MIAMI UNIVERSITY DARS PROJECT, Oxford, OH

DARS (Degree Audit Reporting System) Training and Support Associate

2005 to 2007

Responsible for DARS software testing and facilitation of classroom and web course training. Developed and created documentation that increased client satisfaction and effectiveness. Researched and evaluated emerging technologies appropriate for delivery and maintenance of training.

- Provided web and encoding support to clients that led to 45% decrease in support calls.

WESTERN SOUTHERN FINANCIAL GROUP, Cincinnati, OH

Field Sales Trainer

2003 to 2005

Field Training and Development Specialist

2001 to 2003

Field Human Resource Specialist

1999 to 2001

Lead in the design and facilitation of face-to-face and online financial services programs for corporate and field offices. Moved culture from *hard sell* to *relationship building culture*. Evaluated field sales teams through creation of surveys, assessments and delivery of specialized development and HR activities for 300 field offices across the U.S., improving policies, procedures, systems and skills across the organization.

- Involved in employee interventions, worker's Comp, benefits, personnel payroll, and employee relations
- Reduced distribution center expenses by more than \$75,000 over a 2-year period while maintaining inventory accuracy, productivity, and service quality.
- Implemented field mgmt and sales programs which contributed to a 13% retention increase and a 12% increase in sales productivity. Advised internal departments and divisions on Human Resource policies and procedures
- Evaluated and adjusted workflow process for training resulting in a decrease from 25 to 10 days.

THE SHERWIN-WILLIAMS COMPANY, Cincinnati, OH

Assistant Sales & Marketing Manager

1998 to 1999

Education

MBA, Indiana Wesleyan University - Cincinnati, OH, Applied Management, Magna cum Laude

- January 2010

Bachelor of Science, University of Cincinnati - Cincinnati, OH

Bachelor of Science, Indiana University – Bloomington, IN

Certifications & Associations

Speaker – Ohio State HR Conference

Speaker – Greater Cincinnati ASTD

Instructional Design Certification- Freisen, Kaye Assoc.

Performance Management– Ohio SHRM

Planning, Designing & Evaluation Training – Xavier U

Situational Leadership II - Blanchard

Everyone's a Customer – The PAR Group