

**TALENT MANAGEMENT | HR STRATEGY | EXTERNAL RELATIONS**

### Professional Summary

Innovative and driven professional with a 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, Sales and Customer Service Training
- Strategic Problem Solving and Process Improvement
- Salesforce.com, WebEx
- Client Relations and Recruiting
- Measurement & Performance Evaluation
- Communications, Marketing and Social Media

### Key Accomplishments

- Built Standard Register's Leadership Development efforts, focusing on strategic planning, communication campaigns, core competencies, coaching, management development and strategic leadership (Executive to Front-Line employees)
- 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 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.
- Effective delivery and implementation of corporate Leadership Development, coaching and strategic planning process (A3).
- Responsible for increasing awareness of company learning programs through a multifaceted communications strategy.
- Oversaw publication, training material execution, and design while utilizing various channels (social networks, etc) to promote company programs, mission critical messaging, and communications.
- Identified, developed, and maintained strategic alliances with companies and industry associations.
- 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.

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.

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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

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**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

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**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