

Trent Salvaggio, PhD

Summerville, SC 29483 • (843) 618-3258 • tsalvaggio@sc.rr.com • linkedin.com/in/trentsalvaggio/

Executive Summary

Visionary Sr. Strategy, Operations, and Business Optimization Leader with a 20+ year track record driving value creation, innovation, and actionable insights with a focus on advanced analytics and cross-functional leadership. Award winning Future of Work and Digital Transformation expert leveraging emerging technologies in complex environments and turning human potential into performance. A collaborative leader who builds consensus to enable enterprise-level change. Specialized skills in identifying individual and team strengths, aligning them to organizational goals, and creating a high-performing environment where everyone excels. Certified Project Management Professional and Lean Six Sigma Black Belt.

Core Competencies

- Future of Work & Talent Strategies
 - Change Management & Transformation
 - Operational Efficiency & Effectiveness
 - Business Intelligence & Performance Analytics
 - Strategic Planning & Growth Initiatives
 - Process Improvement & Optimization
-

Professional Experience

CyberForge, Milwaukee, WI

Vice President, Operations and Strategy

02/2024 – Pres.

- Led the development and execution of data-driven strategies to support decision-making and performance optimization.
- Managed teams delivering business intelligence and technology consulting for small and mid-market companies.
- Oversaw Lean Six Sigma process optimization and business transformation engagements, improving profitability 15%.
- Leveraged AI, machine learning, and other emerging technologies to analyze market data, prepare competitive analysis, and provide consulting on business strategy, organizational design, and talent management.

TTEC, Denver, CO

Vice President, Organizational Effectiveness and People Analytics

11/2021 – 01/2024

- Strategic C-suite advisor for business transformation, recognized for the Thought Leadership Campaign of the Year.
- Led project team spearheading a global People Analytics practice, leveraging AI and machine learning to analyze market and organizational data, devise strategy, and deliver \$50M+ in operational value.
- Established a quantitative / qualitative research center of excellence, implemented business intelligence technologies and data-driven strategies to optimize performance management and business operations strategies across the enterprise.
- Designed and managed employee listening programs for 65K associates, improving business processes, boosting engagement, and establishing our Social Impact Practice in a highly competitive environment.
- Managed internal enablement teams responsible for ongoing training, and professional development of CX employees.
- Delivered keynote addresses at prominent industry conferences, authored white papers, and led research teams to establish the organization as a thought leader positioning us for accelerated growth.

Internet of Things Talent Consortium, Charleston, SC

Executive Director

03/2017 - 11/2021

- Named Top 100 Most Influential Leaders in the Global IoT and Top 50 Executives Leading Digital Transformation.
- Grew memberships 800% in 24 months while shaping industry dynamics through thought leadership and research on AI, modern management programs, talent intelligence strategies, and Future of Work challenges.
- Delivered actionable insights on AI/ML strategy, talent trends, and digital transformation through analytics, research, and keynote presentations at leading global conferences.

- Advised C-suite leaders on CX/EX strategies, innovation, and digital transformation while directing strategic planning and global product teams on complex issues at the intersection of people, business, and technology.

College of Charleston School of Business, Charleston, SC

Professor of Strategic Management

08/2013 - 03/2017

- Conducted original quantitative research on talent management best practices, remote leadership, and strategies for enabling enterprise effectiveness during digital transformation.
- Designed and delivered executive education courses on operations strategy, innovation, and process transformation.
- Provided strategy, leadership, and management consulting to businesses, improving workforce productivity and agility.

ADP, Atlanta, GA

Director, Operations, Strategy, & Analytics

11/2007 - 07/2013

- Awarded *Excellence in Management* for leadership of a \$1B digital transformation project.
- General Manager and P&L owner directing enterprise-level change management teams and analytics engagements, optimizing business operations strategies and driving growth in a complex, multinational environment.
- Implemented predictive analytics models and automation solutions improving operational metrics by 15%.
- Championed organizational transformation by formulating long and short-term strategies and deploying cross-functional business intelligence teams to produce analytics products building a data-driven, inclusive, people-focused culture.
- Spearheaded cross-functional research teams identifying opportunities for market growth, M&A, and P&L optimization.

Outsourcing Solutions, Inc., Charleston, SC

Director, Operations, Strategy, & Workflow

11/2000 - 11/2007

- General Manager of a 250+ FTE operation with full P&L responsibility, achieving *Best Places to Work* recognition.
- Developed change management strategies ensuring successful adoption of new processes and technologies.
- Led Lean Six Sigma initiatives improving productivity (+23%) and service quality metrics (+20%).

Education & Certifications

Doctor of Philosophy (PhD), Business Administration – Management and Organizational Development

Trident University International, Cypress, CA

Master of Business Administration (MBA), Charleston Southern University, Charleston, SC

Bachelor of Business Administration – Management, Charleston Southern University, Charleston, SC

Certifications: Data Science Professional, Project Management Professional, Six Sigma Black Belt, Distance Education Professional, Leadership Development Professional

Honors and Awards

Thought Leadership Campaign of the Year - Stevie Awards | 2022

IoT 100: 100 Most Influential Leaders in the Global Internet of Things, Informa Tech | 2021

Smart 50: Top Executives Leading Digital Transformation, Smart Industry | 2018

Outstanding Reviewer, Academy of Management, Organizational Behavior Division | 2015

Excellence in Management, Automatic Data Processing | 2010

*Complete list of publications, presentations, and speaking engagements available upon request.