**SCOTT WAUFORD**

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**HUMAN RESOURCES / OPERATIONS MANAGEMENT**

Versatile HR professional with 20+ years’ experience leading a full spectrum of HR functions, services, and programs for diverse workforces across multi-unit and multi-state locations. Recognized for identifying inefficiencies in processes and building programs with solutions that advocate for both the employee and the bottom-line. A champion for change, focused on aligning the human capital strategy with business objectives, creating value for both internal and external stakeholders.

**SKILLS & EXPERTISE**

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Compensation/Benefit Administration  Succession Planning  Employee Relations 

Multi-unit/Multi-state HR Management  Full Lifecycle Recruiting  Payroll

Project Management  Employee Engagement  ISO Compliance  OSHA Training

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**PROFESSIONAL EXPERIENCE**

**Avoca, Inc. Merry Hill, NC  2013 – 2015**

*Avoca, Inc., the largest division of Pharmachem Laboratories, is the world’s premier botanical extraction company - a custom developer and manufacturer of extraction products and services, operating under food grade GMPs. Avoca blends, extracts, concentrates, crystallizes, purifies and isolates unique products for customers, based upon their specifications.*

**Director of Human Resources**

* Consulted with C-suite and directors on all “people initiatives” including wage analysis, turnover, workforce planning, performance management, etc. (three locations)
* Spearheaded all HR-related issues for company merger (tax ids, benefits platforms, etc.)
* Led the review, development, and alignment of health and welfare programs to meet operational needs, negotiating all contracts and ***identifying $300,000* *cost savings in health benefits*. *Redesign of sick leave policy resulted in additional $50,000 savings.***
* Coached/trained leaders on such topics as performance reviews, hiring/interviewing techniques, Title VII, sexual harassment, etc. to ensure consistency and compliance where applicable.
* Provided compensation guidance on salary actions, promotions, incentive compensation and job re-leveling.
* Subject Matter Expert on COBRA, ADA, FLSA, FMLA, EEOC and other federal and state laws covering discrimination and equal employment.
* Adjudicated all employee relations issues fairly, resulting in zero turnover of non-probationary employees.
* Managed all functions in the employment lifecycle, including pre-employment testing, onboarding and I-9 management. Created job descriptions and additional HR policies needed for federal/state compliance.
* Administered all employee benefit programs including payroll, 401k, medical, dental, STD, LTD, COBRA, workman’s compensation, unemployment claims.

**Workforce Initiatives, LLC  2011 to 2013**

*Boutique firm which specialized in developing training materials used in benefit call centers to provide support on various benefit plans. Primary clients had workforces exceeding 20,000 employees.*

**Co-owner/Director of Operations and Finance**

* Reviewed, analyzed and interpreted contractual long-term financial obligations of company.
* Performed all Treasury functions, including controlling cash disbursements and monitoring cash flow.
* Responsible for all collection initiatives involving delinquent accounts. ***Achieved 100% collection for all accounts.***
* Partnered in the review of materials prior to submission to ensure quality, consistency, understanding, and ease of use for our clients.

**TOTO USA, INC., Morrow, Georgia  2007 to 2011**

*TOTO USA is headquarters for the Americas Division of the TOTO Global Group in Kitakyushu, Japan. TOTO is the world’s largest manufacturer of bathroom fixtures and fittings with $5.1 billion dollars in annual sales.*

**HR/Operations Manager (Recruiting/Training/Janitorial and Security Services)**

* Influenced the C-suite and directors on human capital strategy as a key member of the executive team.
* Improved the HR/Recruiting functions for the entire Western Hemisphere, across multiple facilities including the corporate office, showrooms (5), manufacturing facilities (2), distribution centers (2), and a design office.
* Partnered with directors and managers to improve succession planning and drive retention. ***Improved talent assessment and quality of hire, reducing turnover in exempt-level positions: from 30% to below 1%.***
* Analyzed labor markets and built effective wage studies, supporting the redesign of compensation plans.
* ***Slashed costs in all vendor service contracts by 10% through negotiating pricing and fees, while ensuring the continuation and enhancements of services***.
* Project leader on cross-functional team responsible for implementing the electronic training/document control system to meet ISO 9001 and ISO 14001 compliance standards. ***Achieved full implementation in fewer than 45 days.***
* Rewrote and redesigned outdated employee handbooks for all exempt and non-exempt populations, as well as updating and writing job descriptions for over 200 positions, most of which did not previously exist.
* Championed culture change and partnered with leaders on change initiatives.
* Handled all employee relations challenges through discovery, investigations and performance management.
* Contributed to leadership development via a customized monthly communication tool for managers and executives.

**RANDSTAD USA, INC., Atlanta, GA  1998 – 2006**

*Randstad US is a wholly owned subsidiary of Randstad Holding nv, a $22.9 billion global provider of HR services. As the third largest staffing organization in the United States, Randstad provides temporary, temporary-to-hire and permanent placement services.*

**Senior Manager, Large Accounts - Southern Middle Tennessee**

* Provided HR generalist support and full life cycle recruiting efforts to multiple accounts across multiple industries including call centers, manufacturing (including automobile, Tier 1 & Tier 2 suppliers), and distribution centers, in both union and non-union environments.
* ***Hired and managed the contingent workforce (300 employees) for a Tier 1 start –up client; thus, meeting and exceeding the ramp –up needed for tight production schedules.***
* Collaborated with all levels of management on workforce planning forecasts/challenges.
* ***Developed screening system for improved candidate selection which was rolled out across the organization.***
* Supported all employee relation issues through discovery, investigations, and client collaboration for resolution, delivered performance management as needed and handled terminations as appropriate.
* Handled all aspects of payroll, unemployment, worker’s compensation, ensured I-9 and WOTC compliance.
* Responsible for all collection initiatives. ***Achieved a 99.999% collection rate.***
* Conducted worksite evaluations on all sites prior to employee placement.
* Ensured OSHA compliance through delivery of safety training to all new hires.

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**EDUCATION**

***Bachelor of Business Administration***

Middle Tennessee State University

***Associate of Science***

Columbia State Community College