



PROFILE

Core Values: Passion | Creativity | Balance | Growth | Quality

Top 50 Leaders in Learning & Development, Americas:
Corinium Global Intelligence

Strengths Finder:
Futuristic | Strategic | Activator | Positivity | Input

Predictive Index: 6Σ Maverick
Innovative | Venturesome | Extroverted | Proactive | Relationship Builder

Lumina Splash: Extroverted | Outcome Focused | Big Picture Thinker | Visionary

Certified Analyst: Predictive Index, PI Worldwide

CORE STRENGTHS

Creative Leadership
 Executive Counsellor
 Learning & Development
 Human Resources
 Culture & Strategy
 Core Values
 Organizational Design
 Talent Management
 Leadership Development
 Change Management
 Communications
 Influence & Inspiration
 Administration
 Coaching & Mentoring
 Domestic & International
 Operations Minded
 Senior Level Partnership

CAREER HIGHLIGHTS

Dallas Regional Chamber (July 2019-current) Dallas, TX

Vice President, Human Resources

- Manages all aspects of HR and Administration, reporting to COO/CFO and working directly with President/CEO and Senior Team to create policy, shape culture, and continuously improve talent strategies.

Select Accomplishments:

- Guided organizational transition to remote workforce during COVID-19 pandemic, while maintaining company culture and productivity.
- Revolutionized recruiting, talent management, training, and onboarding programs and strategies.
- Supported new Strategic Plan initiatives, pandemic response efforts, and new Diversity, Equity, & Inclusion pillar of work.

Southern Methodist University (August 2021-current) Dallas, TX

Adjunct Professor, Cox School of Business

- Develops and manages syllabus, lecture plans, class materials, textbooks, assignments, group discussions, grading, advising, mentoring, and all other elements of in-class learning for undergraduate business students.

Select Accomplishments:

- Envisioned practical HR approach for semester-long curriculum with less than two-week notice for semester in turn-around emergency-situation.
- Learned and developed online compendium components via Canvas technology three days prior to the beginning of class.
- Inspired students to think critically, work collectively, and brought real-world practicality to the academic learning environment.

Creative Leadership Solutions (October 2018-Current) Dallas, TX

Founder/Consultant

- Offers expertise in culture, strategy, organizational design, learning & development, human resources, recruitment, talent management, keynote, presentation skills, events chairing, and guest speaking.

Select Accomplishments:

- Chaired multiple international Chief Learning Officer style forums and conferences with leaders from the world's most influential brands.
- Frequent keynote, emcee, guest speaker, panelist, and moderator.
- Moderated and facilitated higher-education leadership programs.
- Created learning & development programs for private multi-unit client.

Dickey's Capital Group, Inc. (September 2014-October 2018) Dallas, TX

Chief of People & Culture; Director of Employee Development

- Influenced culture, learning, talent, and organizational design while managing all HR, recruiting, payroll, and benefits administration for all office, field, and franchise locations, reporting to CAO and working directly with CEOs, ownership, and Senior Team of all brand entities.

Select Accomplishments:

- Envisioned and integrated core values into all aspects of culture for office, field, and restaurant system.
- Created employee engagement initiatives through consultative process, involving key decision makers, executives, and stakeholders.

SHAWN STORER



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SHRM - SCP Certified

EDUCATION

Doctor of Musical Arts

Conducting
The Catholic University of America

Master of Music

Conducting
The Peabody Conservatory of
The Johns Hopkins University

Bachelor of Music

Music Education
Algur H. Meadows
School of the Arts at
Southern Methodist University

AFFILIATIONS

DallasHR
DallasHR Executive Breakfast
Speaker and Member
HR Southwest Conference Guest
Speaker
Collin County HR Networking
Committee Member
Talent Talks Advisory Board
SMU HR Executive Roundtable
SMU Aspiring Manager
Program Moderator
SMU Fundamentals of Management
Program Moderator
SMU Professional Alumni
Networking Member
Dallas Executive Networking
Group Member
D2L Keynote Speaker
L&D Influencers, Europe Chair
CLO Forum Chair
CLO Apex Chair
Texas Visual Arts Association
Advisory Board
Gainesville Visual Arts Association
Curator and Judge
Fort Worth HR Awards Emcee

Creative Leader – Talent, Learning, Human Resources

- Overhauled strategies and implemented recruiting and payroll systems to drive efficiency, transparency, speed, and increased culture fit.

Speed Commerce (October 2013-September 2014) Dallas, TX

Senior Director, Contact Center Operations

- Revived and managed all aspects of 24x7x365 contact center operations, performance management, P&L, reporting, client services, training, quality assurance, and talent selection, reporting directly to Founder/CEO and working with all members of the Executive Team.

Select Accomplishments:

- Assessed operational deficiencies and realigned support with the needs of the business improving SLAs and customer and client satisfaction.
- Enhanced client onboardings, drove the transition to 24x7x365 support, and led massive facilities upgrades in all domestic and international sites.
- Negotiated and implemented workforce management systems, increasing accuracy in forecasting and efficiency in agent utilization.

TMX Finance (February 2013-August 2013) Dallas, TX

Director, Call Center Operations

- Built and implemented all aspects of start-up call center operations for rapidly growing system of over 1,500 retail locations, reporting to the COO and working directly with the Founder/CEO and Senior Team.

Select Accomplishments:

- Managed all aspects of new site launch, including recruiting, hiring, onboarding, training, coaching, monitoring, mentoring, and performance management for all levels in all roles during all hours of operation.
- Built entirely new sales, customer service, and collections teams for aggressively-timed training, ramp-up, and launch.
- Accomplished over 20% conversion rates and over 10M monthly in new customer accounts consistently within two months of launch.

Simplexity, LLC (November 2003-February 2013) Reston, VA

Director of Training, Communications, Quality Assurance, and Customer Service; Manager of Training and Quality

- Pioneered all facets of training, quality, customer service, partner client services, reporting, and analytics for 14 contact centers in the US, Philippines, Canada, and India, reporting to the COO and working directly with the CEO and all Senior Executives.

Select Accomplishments:

- Devised consultative sales technique, training all agents and centers, driving significant performance improvements, including: +4% conversion; +16% insurance; and +45% accessory sales rates.
- Onboarded multiple new sites, both domestic and international. Led a diverse group of trainers from multiple cultures and calibrated across borders to ensure teams were aligned and representatives were prepared.
- Created and implemented certification programs, engaging content, daily learning modules, and global incentive programs.