

BILL HAMRICK

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Leadership Development / Training & Development / Performance Improvement / Sales and Operations

Executive and professional expertise in the areas of profit focused personnel training and organizational development, world-class corporate university programs, as well as group performance improvement through business partnership, complex problem solving and innovative training solutions. Specific areas of expertise include:

Coaching	Change Management
Sales and Operations Training	Performance Management Systems
Management Science	Organizational Development
Leadership Development	Technical Training & Development
Corporate Universities	Systems and Process Design
Franchise and Branch Operations	Project Planning & Management

PROFESSIONAL EXPERIENCE:

HAMRICK & ASSOCIATES, DALLAS, TX

6/01-present

Principal

Management Consultant to Executives, Managers and Employees in the areas of Learning and Workforce Development; Sales and Operations.

Experience and results:

- Deliver Sales, Leadership and Customer Service programs for AchieveGlobal, the learning field's leading international performance improvement company. Clients include Lockheed Martin Aeronautics; Halliburton; Dean Foods; Monsanto; Mettler-Toledo; Office Depot; Travelers Insurance; Olympus America; Fujitsu and others.
- Leadership program on Coaching and Teambuilding for *7-Eleven Inc.* corporate I.T. department. Program was used to improve collaboration and teamwork between I.T. business units.
- Business plan development and implementation, Executive Coaching, and Corporate University build-out for *Drive Financial Services* Learning department. Contributed to an 89% increase in overall company EBITDA
- Sales automation training implementation for *Keane I.T.*, a \$1BB international I.T. consulting and outsourcing company. Completed project 6 months ahead of schedule
- Analysis, design and development of a corporate training program for *Comfort Keepers*, an Inc. 500 Home Health Care franchisor in Dayton OH. Content was used to upgrade the sales program and overall company operating system.
- Organizational Analysis; Performance Management System; Sales Bootcamp; and Train-the-Trainer workshop for *Stonehouse Technologies*. Analysis used to restructure organization; for new staff growth and for repositioning of new product lines in market niche.
- Implemented a financial and operational compliance audit program for *Snelling Personnel Services*, an international staffing company. The return-on-investment for this three-year program was 310%.
- Sales Coaching Train-the-Trainer certification for *Wells Fargo Mortgage*

ALLIED RISER COMMUNICATIONS, DALLAS, TX

10/99-6/01

Executive Director Training and Performance Development

Experience and results:

Executive leadership and direction of a corporate training department for a large national organization with twenty-five regional locations.

- Developed an organizational development and succession planning program to meet the rapid growth needs of company in partnership with Human Resources.
- Designed and delivered nationwide executive, management communication and leadership courses.

- Designed, developed and implemented the sales and sales management training program for approximately 220 sales account executives, managers and senior managers.
- Implemented online learning via CBT courseware accessed over the company intranet in partnership with Smartforce.
- Developed and implemented ARC University consisting of five colleges, using a blended learning structure, and cross-organizational support within 15 months
- Measured training results by developing web-based Level I, and II evaluations using Toolbook II to integrate with Click2learn's Learning Management System.
- Developed partnerships for learning interventions with industry leaders Smartforce, AchieveGlobal, Global Knowledge Systems, Cisco, New Horizons, and others.
- Developed and implemented ARC University website with all course listings, registration, etc.
- Designed, developed and implemented a company-wide Performance Management System that was tied into the annual Performance Appraisal, job functions and role definitions.
- Direction and leadership of department team who delivered 22,000+ hours of courses to 877 participants.
- Directed the training budget consisting of \$2.3M in funding for training programs and services.

SNELLING AND SNELLING INC., DALLAS, TX

7/88 – 10/99

- Vice President Branch Sales and Operations (9/98 – 10/99)
- Vice President Training and Development (6/95 – 9/98)
- Vice President and Training Manager (1991 – 1995)
- Network Vice President, Information Systems (1990 – 1991)
- Area Vice President, Franchise Sales and Operations (1988 – 1990)

PROFESSIONAL DEVELOPMENT

- Adobe Acrobat Pro Connect Webinars
- Microsoft LiveMeeting-Webinar delivery
- Measuring the ROI of Training and Performance Improvement--Jack Phillips Center for Research
- Making the Transition from Training to Human Performance Improvement--Institute for Human Performance Technology (ISPI)
- The Instructional Developer Workshop--Daryl Sink and Associates
- Promise and Perils of Internet-Based Training--Karsan and Associates
- Training Redesign--Pepitone Berkshire Piaget
- Train the Trainer--Career Consultants of America
- Executive Development--Management Action Program, Dallas TX
- DiSC

CERTIFICATIONS

- Master Certified-AchieveGlobal-Sales programs
- AchieveGlobal-Leadership and Customer Service programs
- Master Certified-Virtual Presentation Skills-Communispond
- Master Certified-Sales Presentation Skills-Communispond
- Human Performance Technology-ISPI

EDUCATION*B.S.B.A.*