

LEIGH ANNE WAUFORD

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Visionary leader with more than 20 years of experience in the Training & Development and Talent Acquisition space. Passionate about developing tools/processes and educating leaders on using them effectively to positively impact company KPIs. Proven ability to transform business across a range of operations.

Team Leadership • Change Management • Needs Assessment, Gap Analysis & Resolution Design
Employee Engagement • Training & Development • Succession Planning • Project Management
Full life Cycle Recruiting • Process Improvement • Relationship Management

PROFESSIONAL EXPERIENCE

Dollar Tree, Inc. 2014-2016

Manager, Talent Acquisition

Led a team of (7-8) geographically disbursed Talent Acquisition (TA) specialists in recruiting for Dollar Tree's North American Field Operations which included 6000+ stores (while maintaining personal requisition load). Trained team to customize sourcing strategies by position, by locale, sometimes using "grass-roots" approach. Analyzed turnover rates by position, by territory and revamped recruiting strategies as needed to feed applicant pool. Deployed strategies with cross-functional partners focused on closing skill gaps, specifically targeting a consistent hiring profile built on key competencies per role, per functional area. Partnered weekly with HR leaders to discuss internal movement: promotions and "at risk" employees and retooled external recruiting strategy as necessary. Managed vendor relationships with key TA vendors, such as CareerBuilder, Weichert, Glass Door, Sterling, IBM. Improved candidate experience and employer branding through standardizing tools such as interview guides, and by defining deliberate steps for "best-in-class" candidate experience. Quality of hire improved as evidenced by reduction in turnover in initial "new-hire" training class and within the first 90 days.

Representative Accomplishments:

- Drove a 62% reduction in time-to-fill for all positions by building hiring profile and revamping interview guides.
- **Exceeded challenging recruitment targets, averaging more than 1000 positions filled annually with on target Time to Fill**
- Collaborated with cross-functional leaders to design/implement and drive transformational changes to the hiring workflows and processes across the field organization. **(Changes resulted in increased quality of hire and decreased turnover).**
- **Drove a cultural shift across the organization where Talent Acquisition became known as trusted business advisors**
- Created tools for Field Leaders (Store and District Managers) to improve candidate attraction, selection, and retention at the store and district-level.

TOYS R US, INC 2012- 2014

Talent Acquisition Manager

Led full life-cycle recruiting efforts for regional, district, and store leadership positions for 19 districts and over 200 stores. Reduced time to fill in store management positions by 10%. Proactively participated in succession planning conversations as well as compensation analysis for internal talent. Developed on-campus partnerships and led the Campus/College recruiting initiatives for the region. Coached and trained store leadership teams on candidate attraction and selection principles. Mentored three other Talent Acquisition Managers in reshaping the approach to business partners, moving to the role of a strategic advisor.

Representative Accomplishments:

- **Developed a "Brand Ambassador" program which not only encompassed the college recruiting strategy but more specifically provided a six-month leadership development series for the college hires.**
- **Created, incorporated, and delivered recruiting and staffing modules into the "SMU" development program for the first time in the program's history. (SM= Store Manager University)**

WORKFORCE INITIATIVES, LLC. • 2009-2012

President/HR Consultant/Instructional Designer

Using the ADDIE method, developed instructor-led courses for ACS' benefit call centers. Deliverables included facilitator guides, student workbooks, PowerPoint presentations, review games, etc. for Health and Welfare and Beneficiary Support Services (Call Centers) Worked with SMEs to conduct discovery, fact-find, and analysis sessions on client business requirement documents (BRDs) and

Summary Plan Descriptions (SPDs). Designed QUIA assessments as well as knowledge management tool activities as needed. Provided consulting services on HR, design/training and workforce management issues to ensure 10+ successful client implementations.

BEST BUY COMPANY, INC., Atlanta, GA • 2008 - 2009

Retail Recruitment Manager

Proactively led full life-cycle recruiting efforts for thirteen districts (13) and 150 stores. Provided assistance with several generalist functions such as exit interviews, employee relations issues, and working with HR team to drive a performance-related culture.

Representative Accomplishments

- Redesigned an ADA Accommodations Toolkit to be used by the store leadership.
- **Developed and rolled out customized recruiting/ interviewing modules, designed to improve hiring practices in the stores.**
- **Partnered with Best Buy's WOLF program (regional) to train female managers on leadership principles.**

GAP, INC., Atlanta, GA • 2006 – 2008

Zone Recruiting Manager

Managed the entire recruiting lifecycle for all store leadership positions for 270 stores. Proactively participated in monthly succession planning/workforce planning conversations. Supported compensation conversations and negotiations by providing competitive market data, netting our internal employees in four remote districts much deserved equity increases. Partnered with operational leaders as needed to train District and Store Managers on various topics.

Representative Accomplishments

- Exceeded hiring goal by 27% with less than 14% annualized turnover in my recruits (as compared to a >45% company turnover). Averaged a close rate of 40 days, against a goal of 45 (for General Manager and District Manager positions).
- **Designed customized workshops for Old Navy region's district/store management teams aimed at teaching the stores how to build strategic recruiting plans.**

RANDSTAD USA, INC., Atlanta, Georgia • 1994 – 2005

Promoted into various positions throughout eleven year career journey

- **Corporate Recruiter**
- **National Account Manager**
- **Regional Learning Manager**
- **Corporate Trainer**
- **Branch Manager**
- **Staffing Consultant**

Representative Accomplishments

- Led a team of Consultants in turning a failing branch around within one year's time. (Branch was scheduled to close).
- **Developed and facilitated customized workshops for all new hire training and subsequent follow-up courses.**
- **Collaborated with Regional VP to support soft-skill training efforts and leadership development for newly opened and struggling branches/onsite accounts.**
- **Implemented a year-long leadership development program for District Managers.**
- Inaugural National Account Manager (NAM), handling a \$70MM book of business and writing program for future NAMs.

EDUCATION

Bachelor of Science – Business Administration
University of North Carolina at Chapel Hill

Associate of Arts
Peace College