

Ollie Thomas, Jr., MBA, CPhT

SUMMARY:

Dedicated and driven business leader with over fifteen years of experience as a high performing pharmacy technician, pharmacy technician trainer and educator, operations manager, and HR professional. Expertise in adult learning, talent development, talent acquisition, and talent management. Experienced and inspiring partner who can motivate teams to perform their best at earning trust and obsessing over customers.

EDUCATION:

The University of Texas at Tyler, Tyler, TX
Specialization in Organizational Development

Master of Business Administration

The University of Toledo College of Health and Human Services, Toledo, OH
Healthcare Administration; Minor in Business Administration

Bachelor of Science

EXPERIENCE:

Amazon.com – Sr. Human Resources Business Partner

2017-Present

- Successfully launched new sites and onboarded over 4,000 employees.
- Hired, lead, and develop an HR team of 17 which included HRBPs, Sr. HRAs, and Ops Admins.
- Serve on the learning development advisory board revising onboarding and training plans.
- Facilitator for nationwide learning development training programs.
- Regional talent management lead for a region of approximately 20,000 employees.
- Implement and maintain engagement strategies that have reduced YOY attrition.
- Provide coaching to leaders on talent processes and strategy.
- Support nationwide ER initiatives.

Walgreen Co. – Regional Human Resources Generalist

2014-2017

- Supported a multi-site territory of 340 store, pharmacy and health system sites with approximately 10,000 team members.
- HR business partner to 30 directors and district managers in a business unit with revenue of approximately \$4 billion.
- Facilitated talent and performance review calibration sessions which resulted in increased consistency and alignment.
- Analyzed HR metrics and proposed solutions to business leaders to remedy talent gaps.
- Oversaw regional management and pharmacist internship program, and grew it by 80%.
- Coached leaders on talent processes and strategy.
- Led a team of 30 recruiters which resulted in an increase of degreed management trainee hires to 50%.
- Developed workforce strategy and its implementation which improved critical position fill rates.
- Implemented strategies to mitigate regional turnover which resulted in a YOY reduction of 8% to 31.4%.

Walgreen Co. – District Operations Trainer

2011-2014

- Supported a multi-site territory of over 600 team members with talent development and talent acquisition.
- Partnered with district manager, district pharmacy supervisor, and store managers.
- Identified training needs and delivered training programs to improve effective deployment of programs and services.
- Led area wide task force that drove customer satisfaction and retention which resulted in a 6.7% sales increase.
- Analyzed metrics and proposed solutions to business leaders to remedy talent gaps, which resulted in a 100% fill rate.
- Coached leaders which resulted in a 35% increase in utilization of development tools.
- Identified training needs and delivered training programs to improve effective utilization of store and pharmacy systems.
- Coordinated and conducted training sessions, as needed, at store and pharmacy-level and district-level meetings.
- Provided store support and provided continuing education training.
- Oversaw appropriate pharmacy training guidelines and provided to management on how to improve quality.
- Instructed preparation classes for PTCB certification exam for employees and documented ASHP requirements.
- Assessed training requirements to address needs, and develop training plans for the market and district.
- Developed new employee training programs and evaluated the execution of new employee training programs.
- Delivered monthly prepared presentations regarding store and pharmacy system new releases at district meetings.

EXPERIENCE (Cont.):

Walgreen Co. - Assistant Store Manager

2009-2011

- Led a team of 15 team members in which 6 were promoted to leadership and pharmacy positions.
- Recruited pharmacy and front end team member talent to remedy talent gaps.
- Drove increase in net income versus previous fiscal year.
- Implemented sales programs which increased store sales versus previous fiscal year by 3.5%.
- Increased net income versus previous fiscal year by 79.8%.
- Supported pharmacy department during peak times.

The University of Toledo Medical Center- Internship

Jan. 2009- May 2009

- Developed a new emergency department policy regarding attendance and occurrences for nurses.
- Presented new hospital policies to physicians and executives.
- Supported multiple projects within the HR departments such as: payroll, employee relations and international law.

Walgreen Co. - Certified Pharmacy Technician

2005-2009

- Entered medical orders and coordinated insurance billings through our pharmacy applications.
- Provided proper medication dispensing for patients.
- Trained and developed new and current technicians.
- Traveling technician providing support to district store locations.
- Provided extraordinary patient care.
- Received customer service awards on several different occasions.

LICENSES AND CERTIFICATIONS:

Pharmacy Technician Certification Board (PTCB)

Expires July 2022

Texas State Board of Pharmacy Registered Pharmacy Technician

Expires March 2021

New Mexico State Board of Pharmacy Registered Pharmacy Technician

Expires March 2021

American Society of Health-System Pharmacists (ASHP) Training Program

No Expiration

Senior Professional in Human Resources (SPHR)

Expires March 2023

SHRM Senior Certified Professional

Expires March 2022

ORGANIZATIONS AND LEADERSHIP:

American Society of Health System Pharmacist - Member

Society for Human Resources Management (SHRM) – Member, Government Advocacy Captain

National Urban League Young Professionals – Member

100 Black Men of America, Inc. – Health and Wellness Chair

Kappa Alpha Psi Fraternity, Inc. – Regional Board of Directors, President, Member

Staffing Management Association of South Florida (SHRM Chapter) – President