

TY A. RICHARDSON

CHIEF HUMAN RESOURCE OFFICER

Accomplished and results-driven leader specializing in talent management, strategy and organization effectiveness. HR executive with extensive experience in diverse range of industries, services and products. Known as a strong executive coach with leadership development and talent management expertise. Results-oriented, with proven track record of establishing cohesive business plans focused on the bottom-line impact of decisions. Demonstrated ability to set HR strategy, manage execution, and establish clear direction to deliver world-class business results.

CORE COMPETENCIES

- ✓ Talent Management
- ✓ Executive Coaching & Development
- ✓ Process Improvement & Efficiency
- ✓ Strategy Development & Execution
- ✓ Organizational Change & Effectiveness
- ✓ Team Leadership & Collaboration
- ✓ Influence with Results Orientation
- ✓ Culture & Engagement Strategy

PROFESSIONAL EXPERIENCE

Humana, Louisville, KY

2018 – current

Vice President, Talent Management & Human Capital Analytics (current)

Mature and deepen a customer-centric culture, while leading the organization to transform through new ways of working by creating Executive Talent options, driving Associate career growth, and becoming a Talent beacon in the market. Outcomes measured include Organizational Effectiveness & Design, Talent Acquisition, Leadership Development, Performance Management, Succession Planning and Human Capital Analytics:

- Implemented Candidate CRM, increasing brand strength, quality of hire and hiring efficiency by an overall 7% YoY improvement, including 465% increase in engaged social media users on Humana Careers social sites
- Implemented Skills strategy, achieving over 7% YOY improvement in Associate Growth Index, driving 700%+ increase in users accessing digital learning and 75% growth in mentoring relationships across the company
- Established a consistent Leader Standard for the company, creating a foundation for skillset, mindset and behavioral measurement, and accelerating leader behaviors that increased individual accountability for corporate shared success, while increasing rotational moves for key executives by 30%
- Successfully completed 6 Board Director searches and on-boarding programs

USAA, Chief Talent Officer, San Antonio, TX

2012 – 2018

Corporate People Strategy, Talent Management, and Data & Analytics (2015 – 2018)

Drive the employee experience strategy and execution of an integrated talent management plan grounded in Data & Analytics, which includes Organizational Effectiveness & Design, Leadership Development, Performance Management, and Succession Planning:

- Accountable for culture & talent programs to reduce workforce turnover from 18% to 11%, resulting in \$210M productivity improvement
- Led \$125M Employee Experience program & strategy, leveraging human-centered design methods to establish target state outcomes of USAA's culture, as well as deliver a 3-year operational plan for execution
- Implemented the first Corporate Talent & Leadership Development Strategy, resulting in 60% increase in utilization of succession plans; formed the basis of a comprehensive re-design of all corporate talent practices and leadership development programs
- Led CEO and Executive succession planning; re-designed Succession metric and leadership development programs, shifting the focus from quantity of plans to quality of successor candidate
- Re-designed Performance Management to result in 98% completed quarterly coaching conversations and 78% employee satisfaction rating; removed performance ratings and implemented processes that established more effective objective setting and increased effectiveness and frequency of coaching
- Set strategy and partnered to drive Board decisions to re-design Corporate performance scorecard and Executive compensation, linking compensation to individual performance and introducing pay differentiation
- Executed a Satisfaction & Engagement strategy, consolidating 28 'voice of employee' channels & establishing near real-time insights that lead to business action plans and 4% increase in overall employee satisfaction

USAA, Senior HR Business Partner – Line of Business & Corporate Functions (2012 – 2014)

Led HR for the Financial Services Advisory Group (a \$3B revenue business comprised of USAA Life Insurance Company & USAA Investment Management & Advisory Services), as well as enterprise enabling functions.

- Implemented Talent strategy and management routines to invest in key talent, increase diversity and inclusion in the culture of the business unit, and result in operational efficiency and effectiveness
- Led organizational redesign and implementation of newly created Enterprise Strategy & Marketing function
- Led the re-design of variable pay plan for investment managers resulting in \$8M annual cost of labor savings
- Managed employee change plan of outsourcing Investment operational platform with 98% employee retention

Bank of America, Charlotte, NC

2004 – 2012

Global Corporate Banking - HR Executive (2008 – 2012)

Served as leading HR executive for a \$9.5B revenue business providing large corporations & financial institutions with solutions on M&A, lending, risk management, treasury & liquidity, and payments management through 2,400+ sales & product associates in locations around the world.

- Drove alignment of HR priorities to Line of Business (LOB) objectives by delivering capabilities including: organizational design, talent acquisition, performance management, compensation, leadership development, employee value proposition, & employee relations activities; Mitigated operational & reputational risk through effective execution of HR capabilities; Optimized people capabilities in driving for business results

Global Treasury Sales, Product Management & Americas Corporate Banking (2010-2012)**Global Client Delivery & Service (2009)****Specialized Product & Sales (2008)****Global Commercial Banking - Leadership Development & Learning Executive (2007)****International HR Service Delivery, Benefits & Payroll Operations (2006 – 2007)****HR Business Partner: Quality & Productivity, Supply Chain & Finance Operations (2005 – 2006)****Leadership Development & Learning Manager: Global Check Operations (2004)**

Dell, Inc.

2003 – 2004

Sr. HR Generalist, Austin, TX

- Supported call center organization of 2,000 global employees responding to large & small business service issues, supported cost models & staffing plans to meet financial goals
- Drove employee opinion survey process, driving implementation of response action plans
- Conducted investigations on reported employee relation issues; coached managers & employees on responses to those issues; counseled managers & employees on positive & proactive employee relations

General Electric, Power Systems Division

2000 – 2003

BlackBelt – Six Sigma Quality Improvement (2003)

- Trained over 3,000 newly acquired employees on Six Sigma methodology & conducted on-going coaching for effective use of Six Sigma tools & process

PRIOR EXPERIENCE

General Electric, Atlanta, GA: Human Resources Leadership Program

Purdue University, West Lafayette, IN: Graduate Teaching Assistant

SouthTrust Bank, N.A., Birmingham, AL: Human Resources Generalist

May Institute, Inc., Chatham, MA: Child Development Specialist

LEADERSHIP, HONORS, & ACTIVITIES

- Empowered To Connect: Adoption/Foster Care Education
- Teacher, Bible Study Fellowship International
- Society of Human Resource Managers
- Produce, direct & act in community theatre productions
- Master's athlete – swimming & triathlons
- 3 time Academic All-American, Auburn University
- Co-Captain, Auburn University Varsity Swim Team
- 5 time All-American, Auburn University Swim Team

EDUCATION

Master of Science (MBA) in HR Management

Krannert Graduate School of Management
Purdue University, West Lafayette, IN

Bachelor of Arts in Psychology, Magna Cum Laude

Auburn University, Auburn, AL