

Shayda Gregory

Bentonville, AR | (386) 624-1048 | shayda.gregory@gmail.com | [LinkedIn](#)

WORK EXPERIENCE

QXO (formerly Beacon Building Products)

09/2021 - Current

Lead Learning and Talent Development Associate

QXO is a \$9B+ building materials distribution company operating 570+ branch locations across North America. Served as sole architect of the organization's leadership development and onboarding transformation strategy, designing, launching, and evaluating all programs with no direct reports while leading cross-functional stakeholders across Operations, HR, and functional leadership.

- Redesigned a legacy leadership program into a structured 16-month development ecosystem, establishing clear KPIs to measure business impact: reducing first-year turnover by 11% and achieving a 48% promotion rate among program graduates.
- Designed the ABM Fast-Track Program, a competency-based onboarding experience built from LT Program needs analysis insights, accelerating time-to-performance for Assistant Branch Manager candidates and directly addressing succession pipeline gaps.
- Executed a structured evaluation (SCM analysis), leveraging research methodology and evaluation frameworks to surface talent gaps and deliver data-driven recommendations that informed enterprise strategy.
- Established the organization's first early-in-career enterprise-wide digital learning ecosystem by leading the strategy, selection, and implementation of Rali (LXP), including governance over executive-facing analytics reporting and data visualization dashboards.
- Co-designed curriculum with Operations and functional leadership across 570+ locations, driving stakeholder adoption of a transformed front-line leader development approach grounded in field realities.
- Applied brain-centric instructional design and neurodiverse best practices across digital modules, live facilitated events, a business simulation capstone, and a Supervisory Development Grid, earning consistent Superior and Exceeds Expectations performance ratings.

Cox Automotive, Inc.

05/2021 - 09/2021

Supervisor, Employee Service Center

Cox Automotive is one of the world's largest automotive services companies, with 34,000+ team members globally. Led a team of 10+ HR professionals supporting shared services operations, including leave management, accommodation compliance, and employee services.

- Cut average case processing time by 15%, as measured by operational throughput reporting, by designing and executing a targeted training program that addressed root-cause skill gaps identified through systematic performance analysis.
- Maintained high service quality across a 10+ person team by establishing performance metrics, conducting regular evaluations, and building a continuous improvement feedback loop that identified training gaps before they became operational issues.
- Identified learning gaps and rolled out training solutions in partnership with L&D and HRSS Operations, contributing to consistent service delivery for 34,000 team members and supporting the team's 15% reduction in case processing time.

Amazon

02/2016 - 09/2018

Program Manager, Integrated Disability & Absence Management

Amazon is a global technology and e-commerce leader with one of the world's largest corporate workforces. Led onboarding design, training transformation, and operational change management for HR shared services programs across the U.S., India, and Costa Rica, supporting ~55,000 Amazon Corporate employees across business lines, including Amazon Music, Twitch, Amazon Studios, and Amazon Web Services.

- Successfully stood up two new HR operations delivery hubs (San Jose, Costa Rica, and Las Vegas, NV), as measured by on-time go-live milestones, by owning the full onboarding experience design and training readiness for both sites, including curriculum development tailored for neurodiverse learner populations.

Program Manager, Integrated Disability & Absence Management

- Protected Amazon's legal and regulatory exposure for ~55,000 corporate employees by managing the ADA accommodation program end-to-end and applying Six Sigma Green Belt methodology to drive FMLA, ADA, HIPAA, and ERISA compliance across operations.
- Enabled continuous program improvement by building self-inspection and Voice of the Employee survey frameworks that created a data-driven feedback loop for identifying training deficiencies and launching operational efficiency initiatives across international geographies.

K-12 Educator, Orange & Osceola County School Districts**10/2018 - 04/2021****Exceptional Student Education**

- Designed individualized learning plans and multimedia workshops grounded in Universal Design for Learning (UDL) principles for neurodiverse student populations across two school districts, improving engagement and comprehension outcomes for students with varying medical, behavioral, and learning exceptionalities.
- Progressed from Paraprofessional to Instructor of Record, leading a 3-person instructional support team and managing curriculum implementation, accommodations, and compliance with IDEA, ADA, and related regulations.

EDUCATION & CERTIFICATIONS

Master of Arts in Teaching, University of South Florida, Tampa, FL**Bachelor of Science in Liberal Studies**, Barry University, Orlando, FL**Certifications****Success Case Method**, Brinkerhoff Evaluation Institute**Brain-centric Instructional Designer**, Brain-centric™**Six Sigma Green Belt**, Amazon Customer Excellence Systems**Technology****Learning Platforms:** Rali, LMS administration and governance**Analytics & Reporting:** Power BI, learning analytics dashboards**Content Development:** Video creation, interactive digital learning, scenario-based design**VOLUNTEER EXPERIENCE**

Literacy Council for Benton County**11/2025 - Present****Tutor for Adult Basic Literacy and English as a Second Language**

- Provided community-based instruction to improve adult literacy, designing individualized, real-world lesson plans to accelerate language acquisition and practical communication skills.