

# Ted W. Watko, SPHR

1815 Swanhurst Circle  
North Canton, Ohio 44720  
330-499-5018  
[twatko@neo.rr.com](mailto:twatko@neo.rr.com)

## **PROFESSIONAL EXPERIENCE**

### **Diebold, Incorporated, North Canton, Ohio**

07/05-Present

#### **Area Human Resource Manager**

- Provide human resource consulting services to develop and execute strategies that optimize operations and the accomplishment of business objectives.
- Serve as the primary consultant regarding human resource policies and procedures for all levels of management with respect to their human resource needs. Scope of overall responsibility encompasses 1,600 associates within the following business segments: service, sales, development, professional & managed services, technical support, logistics & warehouse, call center, repair center and education center.
- Manage acquisitions and ensure maintenance of non-union status for respective business segments.
- Manage and develop 3 HR Partners and an HR Coordinator.

12/03-07/05

#### **Senior Human Resource Partner – Eastern Area**

- Administered human resource policies and procedures for 879 associates within 3 service and sales regions covering 11 states.
- Advised and counseled management on various associate related issues which included: hiring, compensation, benefits, development, recognition, promotion, performance improvement, discipline and termination.
- Monitored morale and management practices. Initiated necessary discussions to prevent negative trends and promote positive associate relations.

07/02-12/03

#### **Team Advisor – Eastern Area**

- Served as an internal consultant for various organizational development, training related initiatives and interventions to ensure effective team and leadership behaviors were utilized.
- Consulted with management and associates to understand team and individual role requirements and identify situations requiring intervention.
- Facilitated the development and implementation of appropriate plans/interventions to achieve desired outcomes.
- Provided coaching/mentoring to teams and leadership at all levels.
- Conducted team training and leadership assessment/feedback sessions.
- Facilitated various team meetings with the intent to develop self-facilitation capabilities.

01/98-07/02

#### **Customer Response Center Manager**

- Managed all aspects of the daily operation of a 7-day, 24-hour contact center. Annual contacts included: 3,200,000 telephone calls, 790,000 electronic service requests, 64,000 e-mails and 38,000 facsimiles.
- Directed and developed 18 professional staff associates and 145 customer service representatives.
- Developed and implemented various initiatives to improve the efficiency, effectiveness and culture of the organization. Provided associate guidance related to a variety of human resource issues.
- Directed and implemented an improved recruiting and training process for new hires.
- Coached associates with enhancing their overall performance and increasing their skills so they became viable candidates for other opportunities within the company.
- Established a progressive business environment by developing and implementing organization and professional staff goals that were linked to the corporate goals of associate fulfillment, customer satisfaction, business process improvement and financial results.
- Decreased organization turnover from 46% to 35%.
- Developed and implemented an attendance policy that resulted in a 40% decrease in absenteeism.
- Managed an organization budget of \$9.0 million.
- Managed a 30% increase in operational activity with a 25% increase in staff and a 20% increase in budget.

10/96-01/98

#### **Human Resource Representative**

- Assisted with the development of a new hiring process for manufacturing associates that emphasized the observation of specific identifiable behaviors.
- Coordinated and conducted the recruiting, team skills assessment and training of 240 new associates at three new remote manufacturing facilities simultaneously within a nine month period.
- Managed the daily human resource functions for the three new facilities during start-up operations.

- Coordinated and participated in various project teams which included: researching a new HR/Payroll system, developing and revising human resource policies and procedures to be communicated via the company's intranet and consolidating the organization's budget.

05/94-10/96

**Compensation Analyst**

- Assisted with the development of a new compensation program which included both personal and team components for 5,000+ associates.
- Implemented the new compensation program. Responsibilities included: developing general training information, conducting manager training, presenting new program to associates and modifying the HR/Payroll system to track team status and individual award payouts.
- Analyzed job descriptions to determine appropriate pay ranges and advised managers regarding pay issues.

08/92-05/94

**Internal Auditor**, Miami University, Oxford, Ohio

06/93-07/93

**Human Resource Intern**, NCR Corporation, Dayton, Ohio

11/91-08/92

**Assistant Manager-Retail**, J. Riggings, Canton, Ohio

08/91-10/91

**Special Projects Manager-Finance**, Anderson Medical, Dover, Ohio

08/89-08/91

**Auditor**, Deloitte & Touche, Akron, Ohio

03/83-07/89

**Clerk**, Rite Aid, Canton, Ohio

## **EDUCATION**

**Master of Business Administration**, Human Resource Management  
Miami University, Oxford, Ohio – May, 1994

**Bachelor of Arts, Magna Cum Laude**, Accounting & Finance  
Walsh University, North Canton, Ohio – May, 1989

## **DESIGNATIONS**

**Certified Senior Professional in Human Resources**, May 2003

(Professional designation conferred by the Society for Human Resource Management upon attaining appropriate knowledge, skills and experience.)

**Graduate, Leadership Stark County Program**, Class of 1998

(The mission of Leadership Stark County is to develop a core group of motivated leaders with a life long commitment to community trusteeship. This is accomplished through training in leadership skills and education about the community.)

## **HONORS & AWARDS**

- Earned the ***Diebold Quality Achievement Award*** (1996)
- Received a ***Miami University Graduate Assistantship*** (1992-1994)
- Named "***1989 Outstanding Senior in Finance***" by the faculty of Walsh University
- Named "***1989 Who's Who Among Students in American Universities & Colleges***"
- Received a ***Walsh University Honors Academic Scholarship*** (1985-1989)

## **ACTIVITIES**

- ***Stark County Human Resource Association***, Member, (1994-present), **President**, (1998-1999)
- ***Society for Human Resource Management***, Member, (1994-present)
- ***Community Services of Stark County***, Board Member, (1995-2001), **President**, (1999-2001)
- ***Meals on Wheels of Stark & Wayne Counties***, Board Member, (1997-present), **President**, (2003-2005)
- ***Diebold Employee's Credit Union***, Board Member, (2002)
- ***Pebblebrook Homeowners Association***, **President**, (1999-2002), **Treasurer**, (2002-2004)
- ***Walsh University Alumni Association***, Board Member, (1995-1999)
- ***Professional Football Hall of Fame Festival***, Volunteer, (1996-2004)