Examples of Implemented Solutions

Talent Acquisition

- Structured and led regional staffing team to achieve alignment with business and ensure optimal productivity to deliver against volume increase of over 25% without increasing resources.
- Improved average time-to-fill to less than 30 days while reducing agency utilization from 18% to under 5%, resulting in savings of over $1.5 million annually.
- Co-lead for global talent initiative to establish pipeline for specific resources to ensure appropriately skilled supply to meet and exceed customer needs.
- Conceived and implemented first-ever employment brand by educating executive leadership on the impact of positioning company as employer-of-choice with prospective employees, resulting in 50% increase in number of career website visits per month (over 145,000) by interested candidates.
- Subject Matter Expert and leader for national employment branding project team (cross-functional) accountable for development and implementation of new customer service hiring profile, staffing process and recruitment/marketing campaign to establish brand and leverage company's employer value proposition to targeted talent pools in local labor markets.
- Oversaw implementation of two applicant tracking systems, which doubled average number of applicants monthly (over 24,000) and reduced average time-to-fill by 50%, resulting in annualized cost-of-vacancy savings to company of over $12 million.
- Directed development of "branded" national new hire orientation program focused on educating new employees on the industry, business and company culture, resulting in greater job satisfaction and reduction in turnover for new employees during first 90 days of employment of almost 25%.
- Led staffing team to successfully fill 3000 exempt and non-exempt positions, including 2500 direct customer-facing service professionals across four service centers, achieving an overall class fill rate of 101% versus plan, while reducing new hire turnover during first 90 days by 10% versus prior year.