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Skills

Talent Acquisition, Recruitment, Learning and Development, Operational Management, Training Program Creation and Implementation, Mentorship and Leadership, E-learning Module Development, Articulate LMS, Website Development and Management, AI Technology Utilization, Canva, Business Process Analysis, SOP Creation, Executive Presentation and Graphic Design, Freshworks, AI-based Screening Tools Implementation (HiredScore), Interactive Tool Implementation (Mindstamp), Content Creation, Process Mapping, Collaboration, Custom Reporting and SLA Monitoring, Industry Trend Analysis and Reporting, Project Management Certification (Coursera, Google Sponsored), HTML, CSS, JavaScript, Microsoft Office, Google Suite, Applicant Tracking Systems (Taleo & Cornerstone), Candidate Relationship Management Systems (Phenom People), WordPress, Lucid Chart

Experience

Randstad Enterprise (2007-2024)

My Journey with Randstad:

- **Recruiter (2007-2015)**
I began my recruiting career in 2007, enhancing candidate experiences at AT&T call centers and quickly advanced to a recruiter role on the same team. I shifted gears to Honeywell Aerospace, eventually becoming a Senior Recruiter. Over eight years, I handled everything from scouting talent to final placements.
- **Recruitment Manager (2015-2018)**
By 2015, I stepped up as a Recruitment Manager at Honeywell Aerospace, where I led a dynamic team of up to twelve recruiters. My focus was on fine-tuning our recruitment processes, ensuring we met our service level agreements, and pushing for team excellence.
- **Operations Manager (2018-2022)**
Still with Randstad, I took on a new challenge in 2018 to revamp the recruiting operations for our Honeywell RPO account. I redesigned processes, updated our approach, and rolled out new training programs, working closely with team and client leaders. I also looked after billing and managed an analyst to keep our operations smooth.
- **Process Analyst (2022-2023)**
When our contract with Honeywell ended, I transitioned to Randstad's Google account as a Business Process Analyst. I worked on SOPs and process documentation.
- **Global Training Manager (2023-Present)**
Most recently, when Randstad landed a contract with Meta, I took the lead as Global Training Manager. In this role, I developed a robust training program and managed a talented team of trainers across North America, Latin America, and Asia-Pacific.

Education

- **Bachelor of Arts: Marketing (2002 – 2007)**
- **Project Management Certification**, Created by Google, 6-month course (2023)
- **SEO Basics Certification**, HubSpot (2024)
- **CompTIA A+ Computer Repair and JavaScript Certifications**, Western Governors University (2010)