

# SARAH SMITH

TALENT RECRUITMENT

DEVELOPMENT &

ENGAGEMENT

## CONTACT

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## CULTURE DEVELOPMENT

- Servant Leadership Practice
- Purpose Driven Culture
- Strategic Employee-First Focus
- Growth Mindset Coaching
- People Operations Optimization

## HR / RECRUITMENT

- Value based Talent Acquisition
- Strategic Compensation Analysis
- State & Federal Laws/Regulations
- Change & Crisis Management
- Cross Cultural Integration

## SELECT ACHIEVEMENTS

- Developed 60 day onboarding process resulting in 50% improvement in turn-over
- Supported rapid organizational expansion by facilitating 150% growth in hiring over three years
- Retained 100% of key talents through whole departments transitions

## LANGUAGE SKILLS

- Italian (native)
- French (fluent)
- German (fluent)
- English (fluent)

I'm a leader in talent and business optimization with over 17 years of international business experience strengthening outcomes via modernization of recruitment, talent development, and employee engagement. I bring an in-depth approach that integrates company culture, values and visioning with relationship building and empowerment of high-performance talent across major industries, including healthcare, biotech, and specialty foods. It is through this work of cultivating authentic human engagement at every touch point that I help fuel enlivened cultures and limitless success for my clients and employers.

## EDUCATION & PROFESSIONAL CERTIFICATION

HRM Certificate (Human Resources Management) 2020  
University of California San Diego — City, ST

BA, Economics, Political and Social Sciences 1995  
University of Neuchâtel – City, ST

## PROFESSIONAL SUMMARY

Talent Manager – 2.5 yrs  
Talent Specialist – 5 yrs  
Human Resource Generalist – 5 yrs  
Managing Director – 2 yrs  
Senior Business Consultant, Customer Relationship Management – 1 yr  
Business Consultant, Management Control Systems – 2 yrs

## CAREER PATH

**Talent Manager** 2020 - 2022  
**Talent Specialist** 2018 - 2020  
Alpha Company – City, ST

**Talent Acquisition Specialist** 2013 - 2016  
**Human Resources Generalist** 2007 - 2012  
Bravo Company – City, ST

**Managing Director, Eli Lily (Consultant)** 2001 - 2003  
Charlie Company – City, ST

**Senior Business Consultant, CRM Unit** 1999 - 2000  
Delta Company – City, ST

**Business Consultant, Management Control System Unit** 1997 - 1999  
Echo Company – City, ST

## PROFESSIONAL EXPERIENCE

### ALPHA COMPANY – City ST

2018 - 2022

*Alpha Company is a leading producer within the Natural Consumer Packaged Goods Food industry of 100% pure avocado oil.*

#### Talent Manager (2020 to present)

#### Talent Specialist (2018 – 2020)

Reporting to the HR Director, responsibilities include standardizing and leading all talent acquisition initiatives in the US and Canada, across all levels of seniority. This includes managing and coordinating organization-wide efforts in support of ongoing strategic imperatives, including the design, development and creation of talent management programs that include talent acquisition, performance management, talent development, coaching, and data driven decision making. Core responsibilities include:

#### *Technical & Operational:*

- Oversee use of recruiting and human resource technologies, including Payscale (compensation), Coastal Hire (ATS), ThinkHR (Training and Development), Survey Monkey and Wrike (Project Management)
- Manage the hiring process within defined metrics while providing a branded and personalized best-in class candidate experience throughout all touch points of the talent acquisition process
- Ensure that all required data is consistently entered, tracked, and reported in accordance with all relevant regulations, including FEHA, FPA, ADA, EPA, FMLA , FLSA
- Shape the strategic compensation philosophy and process, in coordination with the HR Director, so that is line with values, internal equity, and market to attract and retain the best talent

#### *Culture & Leadership Development:*

- Coach hiring managers and the executive team in implementation of servant leadership methods and practices (active listening, empathy, regular 1:1, stewardship) to improve employee engagement and job satisfaction
- Manage the creation and execution of the annual performance evaluation process based on values, training & development, and objectives, setting the foundations for talent management initiatives and key talent identification
- Oversee the design and execution of leadership development programs for mid-level and executive level Management including gap analysis, curriculum design, coordinating delivery and key KPIs

#### *Select Achievements:*

- Facilitated the hiring of 60 new positions (150 % growth in people) between 2018 and 2021 by radically transforming the recruiting process towards an in-depth assessment of values, aptitude, and achievements
- Introduced a human centric 60-day onboarding process for new employees which synched to social integration and operational effectiveness and contributed to increasing retention from 76% in 2018 to 96% in 2021
- Spearheaded new philosophy and process for supervisors to support employee's development and professional growth, leading to increased levels of engagement measured through anonymous surveys
- In collaboration with CEO and executive team, applied change management models, practices and decision making to transition whole departments to a culture of accountability, psychological safety, feedback, and high performance; led to minimum turnover during transitions and 100% retention of key talents

## PROFESSIONAL EXPERIENCE (cont.)

### **BETA COMPANY – City, ST**

**Aug 2007 - Dec 2016**

*Beta Company is a specialized start-up international healthcare consultancy supporting pharmaceutical and biotech companies prepare, launch, and commercialize their products within the European Market.*

#### Talent Acquisition Specialist (2013 – 2016)

Reporting to the Co-Founder, was responsible for developing and implementing talent acquisition strategies, and processes for recruiting junior to senior professionals specializing in Life Science and Biotech, start-up. Performed full cycle recruiting activities from development of job descriptions and postings, to conducting of interviews and all the way through to extension of offers. Tasked with improving branding, time to hire and quality of hire, as well as effective interviewing techniques, legal compliance, talent management, diversity, and retention.

#### Select Achievements:

- Improved quality of hire, retention, and reputation by developing and implementing a 3-step business case interview assessment process that screened for aptitude, knowledge, skills, and values coherence
- Developed long term relationships with key academic institutions in Europe to source scientific talent, up to PhD
- Facilitated the hiring of 40 new positions, which set the foundation for this company to compete in the Healthcare industry with established Management Consulting brands

#### Human Resources Generalist (2007 – 2012)

Hired to strengthen the organization's HR operations, including transforming and establishing recruiting, training, employee engagement, and performance management / evaluation. Supported the direct recruitment and hiring of life science and business professionals to support the company's rapid growth, with many of the individuals rising into senior leadership.

#### Select Achievements:

- Created a competency framework for each position that aligned with company values, specific market business needs, and the company's unique selling proposition
- Enhanced performance and employee growth opportunities by institutionalizing a culture of accountability, regular feedback sessions and one- to-one mentoring programs for every role (except partners) based on individual strengths and company's mission

### **CHARLIE COMPANY – City, ST**

**Jan 2001 - Jan 2003**

*Owner and Consultant providing specialized Customer Relationship Management services for the Pharmaceutical and Biotech industry.*

#### Managing Director and Company Owner

Responsible for the company business plan, cost-effective operations, and market development activities. Managed staffing of the new organization, including recruiting, selecting, and retaining a broad range of specialists such as medical experts, sales & marketing executives, and training specialists across Europe.

#### Select Achievements:

- Developed the talent framework for an innovative business model that involved centralizing the prescription drug marketing for 15 European pharmaceutical affiliates
- Established HR strategy and operations for recruiting, performance management and learning and development at Headquarter level across all functions

## PROFESSIONAL EXPERIENCE (cont.)

### CHARLIE COMPANY (cont.)

- Organized the first organization-wide training event bringing together 200+ sales, marketing and medical professionals from 15 countries to facilitate product and soft skills training; invited and briefed international speakers from the scientific spaces to elevate prescription drug marketing based on most recent scientific study findings

### DELTA COMPANY – City, ST

Aug 1999 – Dec 2000

*Delta Company is a global consultancy providing audit and assurance, consulting, risk and financial advisory, risk management, tax, and related services to select clients.*

#### Senior Business Consultant, Customer Relationship Management

Reporting to the Managing Partner of Delta Consulting Switzerland (and serving on the Pharmaceutical and Biotech Consulting Unit), was charged with the mandate of Managing Director to strengthen the company's ability to serve the Swiss hospital and pharmaceutical Sector.

#### Select Achievements:

- Collaborated in the development of an innovative, customer-centric organization for commercialization of a prescription drug within a pharmaceutical setting; efforts led to a 30% increase in drug revenue at European level per year , which led to an increase in patients' lives by 10%
- Created and led an in-house 24/7 customer service center serving 200+ external and internal medical specialists in the administration and scientific support of the target drug

### ECHO COMPANY – City, ST

Oct 1997 - July 1999

*Echo Company is a global consultancy leader in assurance, consulting, strategy and transactions, and tax services.*

#### Business Consultant, Management Control Systems

Reporting to the Partner of the Management Control System Unit, served as a member of the Management Control System unit and was responsible for developing financial models and budgeting tools for clients, as well recruiting and HR support.

#### Select Achievements:

- Delivery of activity-based costing models to hospitals across the region enabling clients to maximize profits by strategically re-positioning specific medical procedures
- Supported the complex budget management of the Swiss National Exposition of 2002

## COMMUNITY SERVICE

Association – Founding member – support Middle Schoolers in transition to High School	2018
Association – Volunteer in the Membership Committee and Ambassador at Events	2017
Association – Member of the Career Horizons Team	2017
Association – Member of the Executive Team – Cultural integration support for women	2017

REFERENCES PROVIDED UPON REQUEST