

Rhona Barnett-Pierce

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Summary

Talent Acquisition Consultant with over a decade of experience recruiting and building technical teams. I use a data-driven approach to attract and engage the right people to your jobs. Key skills include:

Talent Acquisition | Project & Program Management | Resource Management | Employer Branding | Business Process Improvement | Staffing & Recruiting | Data Analysis

Experience

G2i Inc., Remote

Candidate Experience Lead, 04/2019-05/2020

G2i is a hiring marketplace for React & React Native developers. As their Candidate Experience Lead, I was responsible for overall candidate satisfaction, developer retention, and talent community engagement. I lead various programs geared towards identifying the main interests and pain points of our candidates & community members, ensuring that we were delivering value, and setting them up for success in landing projects with our clients. I was also responsible for Talent Community Advocacy, with an emphasis on Diversity, Equity, and Inclusion.

In addition to growing developer engagement and retention, I was also G2i's **Senior Technical Recruiter**. As a Senior Recruiter, I was responsible for:

- **Sourcing** active and passive **diverse** candidates for high profile roles like **Product Managers**, Software Project Managers, Senior Engineers, and contract Designers.
- Providing consultative guidance to managers and junior recruiters through the hiring process for the following:
 - Sourcing plan development and execution
 - Market conditions / Salary Research
 - Candidate persona development
 - Interview format and structure
 - Developing assessment criteria (Scoring Rubric)
 - Delivering candidate feedback
 - Hiring Team consensus and selection of final candidates.
- Gathering and Analyzing data about our hiring process to aid our hiring decision-making process and improve our overall hiring processes.

Scopic Software, Remote

Senior. Talent Operations Manager, 06/2017-12/2018

People are Scopic's main asset. As their Senior Talent Operations Manager, I was responsible for finding, growing, and keeping **diverse**, talented individuals on the team. Some of the ways I've contributed to this are:

- 20% decrease on Time to Fill for hard to fill roles by:

- Partnering with the Marketing and Recruiting teams to create candidate personas and define Talent Sourcing Strategies to build Talent Pipelines.
- Coordinating the creation of new technical assessments for each role.
- Working with the copywriting and SEO teams to optimize Job Ads and ensure we were attracting a diverse pool of candidates.
- Some of the roles I recruited for were: Senior Developers, Junior Developers, Machine Learning Experts, Software Project Managers, DevOps Engineers, Product Managers, Graphic Designers, Technical Leads, Principal Engineers, Technical Recruiters, Quality Assurance Engineers.
- Defined and Implemented a goal-based Onboarding Program that decreased Time to Productivity of New hires by 50%.
- Leading the 5-person Talent Matching team. Under my leadership, we were able to:
 - Reduce the time to find and assign resources to projects by 60%; we took a consultative approach to staffing and partnered with our project leaders to find the right fit.
 - Consistently met our 80% billable resource utilization target by actively monitoring utilization and proactively resolving any upcoming idle time.
 - Increased the average profitability of the project teams by 8%.
- Developed, maintained, and monitored the department's KPI dashboard, which aided in making data-driven decisions.

CreditPoint Software, Owasso, OK

Director of Operations, 02/2014-12/2016

CreditPoint is a SaaS Credit & Collections software provider. I started as a Scrum Master, was then promoted to Engineering Manager, and my last role was as their Director of Operations. My main goal in all of these roles was to ensure we had the best, most diverse team possible to develop and deliver high-quality software for our clients. My main responsibilities were:

- Work directly with the CEO and Executive leadership team to drive continuous improvement in operating procedures.
- Define, implement, and drive adoption of organization-wide processes.
- Work with the leadership team to forecast future talent needs across the organization, determine talent sourcing strategies, and analyze resource behaviors (overtime, absenteeism, turnover, low productivity, etc.)
- Sourcing passive candidates for the following roles: Software Engineer, Database Administrator, Project Manager, Scrum Master, Product Managers, Quality Assurance Engineers, ETL Specialists. Our main goal was to increase diversity in our talent pool and company, and I can say we were successful. Our team was made up of 50% URMs (all of this in a small town in Oklahoma).
- Partner with the leadership team to help drive CreditPoint's quarterly planning effort. Work with Engineering and Product Management to define roadmaps for delivering multi-phased, integrated plans across business and technology teams.
- Oversee software design, estimation, and usability testing efforts to ensure solutions delivered are easy to use and technically robust.

Hilti Inc., Tulsa, OK
IT Project Manager, 09/2011-02/2014

- Plan, execute and manage IT Projects on time and on budget for all Hilti offices in the Western Hemisphere (US, Canada, Latin America).
- Responsible for creating and implementing the change communication plan, user training, and end-user adoption and acceptance of IT Systems and Software changes for the Western Hemisphere offices.

Segnant Technologies, Panama City, Panama
Senior Operations Manager, 01/2007-01/2010

- Create and implement operational policies and procedures for the Panama Branch.
- Recruit all personnel for the country operations (Sales, Project Management, Clerical, and Administrative).
- Ensure that project teams communicate effectively with all departments/clients as necessary to ensure on-time and on quality project delivery.
- Senior Project Manager for custom website development projects. Worked with a distributed team of developers, graphic designers, QA engineers, and managed a local team of project managers.

Education & Certifications

Information Systems Engineering • 2005 • Universidad Santa Maria la Antigua, Panama

Bachelor of Engineering program that addresses the analysis, design, development, and integration of systems, and prepares students to create and manage complex information systems that solve real-world problems.

Certified Scrum Master • 2015 • Scrum Alliance

License Number: 000418210

ITIL v3 foundation • 2013 • Exin

Registration Number 4807732.1237943