

# Joyce Akiko Chimel

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## Employment history

**Pilea**  Director of Operations, Contract Role

Mar 2021 – Oct 2021

Google Analytics   Airtable   Google Sheets   GSuite   MailChimp   Keep   Miro   Asana

- Designed and implemented HR processes for new team member acquisition, onboarding, and training while championing a company culture of transparency, accountability, and collaboration
- Onboarded new, foundational, and high-performing team members that fit within the fast-paced, quickly growing company's budget and culture, following all HR legal policies and regulations
- Personally recorded training video clips that allowed team members to take on new tasks and complete them accurately within 15 minutes of instruction and minimal hand-holding, including video clips instructing other subject matter experts to record their own tasks in action, so they could be quickly and reliably handed off without taking that person out of their flow
- Documented over 35 processes with workflow maps, screen recordings, and Standard Operating Procedures (SOP's) with sequential markup and training the team on how to use them

**Joyce Akiko Consulting, LLC**  Operations and People Management Consultant

Mar 2016 – Mar 2021

Flowchart   Trello   Zapier   Typeform   Keep   ClickUp   Asana   Notion

- Reduced new staff costs by \$30,000 on average while building a solid HR foundation for hiring crucial roles, and developing a strong company culture of authenticity, integrity, psychological safety, and innovation
- Assisted in building and managing an international team, growing the company from 18 employees to 43 members across the world
- Led hiring practices with the mentality of "I don't want employees who WORK for our company... I want employees feel that they are PART of our company"
- Cut operating costs by 23% a month on average for an international marketing company and between \$15,000-\$30,000 per year on back-end systems
- Worked directly with numerous CEOs to bring their visionary ideas into the world, covering all the bases with accuracy and taking care of the details-- with scalable solutions instead of stop-gaps, duct tape, and scaffolding

**WHY Institute**  Chief Operating Officer

Mar 2019 – Aug 2020

Whiteboard GSuite Zapier Typeform Campaign Monitor Data Studio Docusign Slack

- Developed the hiring process from start to finish and implemented with our early hires: from writing up the job description in a way to attract high performing talent, screen, interview, onboard, and train – while creating opportunities for continuous growth so the team could continue to grow at a scalable pace
- Utilized numerous personality assessments to explore individual superpowers and areas of weakness so new hires were strategically placed to fill any holes in skills, expertise, or style of work approach and communication
- Developed a transition process between new system deployment and database build with a reduction of over 50% of manual actions that left room for human error and overlapping staff responsibilities

**Presidio**  Director of Product Management

Mar 2014 – Feb 2016

Google Sheets

- As the youngest Director in IT for a \$2.1 billion company, I worked directly with the VP of my department to find, hire, onboard, and train new team members
- Created and championed a culture based on results versus activity to decrease burnout and rapid turnover and increase job satisfaction and mental work-life balance, with a direct report letting me know that she was no longer waiting out a 2-year tenure so it wouldn't look like she was a "job hopper" on her resume
- Led with empathy and encouraged a long-established corporation to embrace trust and greater transparency as a key value in attracting, retaining, and supporting their employees

**The Empire Builders**  Senior Associate, Business Process Management

Aug 2011 – Jan 2014

Salesforce Hive Pipedrive Zoho Atlassian

- Specialized in automation, creating structured processes, and building repeatable procedures to remove human bottlenecks, wasted time and money, and resource inefficiencies
- Worked directly with the Founder and CEO to find, hire, onboard, and personally train new direct reports under my management

## Education

### **Villanova University** (Master's of Science)

Human Resources Development and Business Statistics

- Graduated as a certified Professional in Human Resources (PHR)
- Analyzed and managed complex data to make informed business decisions around talent management, hiring procedures, and training or growth programs
- Constructing effective training and development programs including HR processes and People Operations while complying with legal policies and regulations
- Further trained in strategic organizational change based on Business Process Management, increasing quality, and productivity

### **Ithaca College** (Bachelor of Arts)

Cognitive Psychology

- As a selected member of the Cognitive Research Team at Ithaca College, I was provided opportunities to learn problem solving, decision making, individual differences in cognitive skills, and reasoning based on statistical data collected by research participants

## Snippets

### **Quick Bio** [↗](#)

I believe that structure and clear processes combined with a strong company culture of collaboration, radical candor, and accountability lead growing teams to achieve their company's vision for a better world— in the most accelerated and sustainable way, with zero burnout. I have over 10 years of experience in team management, business operations, human resources, and process improvement that I would love to bring to a fast-moving, mission-driven organization.



## More about me

### **I'm excited to work for a fast-growing company because...**

Everyone on the team has a "get shit done" attitude, and autonomy and trust are encouraged along with bringing innovative ideas to bring to the table.

### **In my current role I'm missing...**

As a consultant, I often work on short-term projects for clients that are not always mission-driven. I thrive in a team environment with collaboration, with companies that will change the world.

### **Right now I'm learning...**

Improv to beef up communication skills! A lifetime learner, I am also a certified Professional in Human Resources (PHR), Root Cause Analysis, OKR Foundations, and Lean Leadership & Change Management.

### **I prefer thinking about problems that are...**

Disorganized at the start, so I can clean it up with structure and technology. Complicated, so I can dive into creative solutions to complex problems.

### **I want to work for a company that...**

Values equality, diversity, and inclusion. A culture of authenticity and transparency, where failure is a learning opportunity and everyone is supportive of others-- no matter what level.

### **Interests**

Sewing, reading about 3-4 books a month. Collecting post-it notes to color-code anything and everything. Discovering new food, though Mexican or Mediterranean usually wins.