

# JOYCE AKIKO

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## BACKGROUND

I am excited to bring over **10 years of experience** in **HR, People Ops, DEI, and Business Operations** to make a **massive impact on your team and business goals**. I am an architect of **innovative company cultures** and have worked with both start-ups with 200+ employees to \$2.3b corporations. I hold an M.S. degree in **Human Resources** from Villanova University and a Specialization in **Culture-Driven Team Building** from the University of Pennsylvania. I would love to contribute my experience and education to your company and **help you make an even bigger impact and attract (and retain) high-performing talent!**

## SKILLS

- Creating people-centered experiences where **team members are ALL-IN, excited, and passionate about their company's mission, vision, goals, and values**-- and so committed that they never want to leave...
- Championing and driving a culture that creates **embraces DEI, trust, and collaboration** with full opportunities for individual growth, coaching, and mentoring alongside **performance management**...
- Using OKRs and KPIs for **data-driven strategies and business decisions** to increase productivity, efficiency, and team satisfaction so we can **hit company goals** out of the park, then go above and beyond...
- And actively tuning into updates on **state, federal, and country regulations** and **maintaining compliance** in HR.

## MOST RECENT PROFESSIONAL EXPERIENCE

### People Ops, HR, & DEI Consultant at JA Consulting

- Developed and tracked OKRs and KPIs to review employee engagement, efficiency, and performance management - then make data-based decisions to continuously improve people experiences
- Created and championed engaging and fulfilling company cultures, individual development, and company growth
- Built and owned HR processes and structures including benefits, payroll, promotions, employee relations, and the entire hiring process from recruiting, interviewing, hiring, onboarding, and training
- Developing structure and processes and owning HR systems (HRIS, ATS) for performance management and hiring
- Worked directly with senior leadership to consult and strategize on big-picture goals for the short and long-term

### People and DEI Strategist at Magical Teams

- Counseled, coached, and created training plans to meet individual team members' career trajectories from 6, 12, and 24 months so they were empowered to continue stepping up
- Saved time on delegating daily tasks (more 60-minute meetings and extended onboarding!) with accelerated documentation techniques so each team member (and the company) could efficiently grow
- Built internal communication systems to increase deep connection and belonging for the entirely-remote team, with acknowledgment and appreciation and collaboration across all levels of the organizational structure
- Set up team members for success by finding the areas where they thrive based on their unique skillsets and preferred learning styles

### Director of Operations at Pilea

- Designed and implemented HR processes for new team member acquisition, onboarding, and training while championing a company culture of transparency, accountability, and collaboration
- Developed succession plans as each team member leveled up to ensure scalable team development
- Built-in failsafe and contingency plans with a forward-thinking mentality to avoid fires before they could begin
- 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