

JOYCE AKIKO

SHE/HER/HERS

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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 attract (and retain) high-performing talent as the #1 company to work for!**

PROFESSIONAL EXPERIENCE

People Ops, HR, & DEI Consultant at JA Consulting

September 2018 - Present

- Built company cultures with **record-breaking retention** and **employee engagement** where people want to stay for years, with transparency, collaboration, ownership, integrity, recognition, and continuous learning and growth opportunities
- Tracked **OKRs and KPIs, conducted peer/360-degree reviews, and Management by Objectives (MBOs)** to increase **employee performance**, analyzing the information for data-driven talent solutions, **using HRIS tools** like Workday, Lattice, Paylocity, Culture Amp, Culture IQ, and more
- **Increased employee engagement** through talent management programs such as implementing **Performance Development Plans (PDPs)**, providing coaching and mentoring opportunities, creating structured recognition programs, and supporting ongoing learning and development, empowering everyone to become leaders and problem-solvers at all levels
- **Trained teams on inclusivity** through webinars and structured curriculums, built **DEI Safe Space initiatives**, created cross-cultural mentoring programs for teams and **managed employee relations around challenging and sensitive DEI issues** such as micro-aggressions, subtle biases, and miscommunications resulting in team conflicts and performance dips
- Established a solid HR foundation for the **entire hiring lifecycle from recruiting with DEI-focused initiatives** to recruit, hire, onboard, train, and sustainably scale **diverse global teams** with top talent from around the world, including recruiting on platforms catered to under-represented talent and using **ATS tools** with built-in inclusive methods, such as Greenhouse, Lever, BambooHR, Workable, and Pinpoint HQ
- Always up to date on changes in state, country, and federal **compliance and regulations** through my ongoing **professional level membership in the Society for Human Resources Management (SHRM)** and entrusted with upholding all policies, procedures, and current best practices
- Partnered with numerous CEOs and leadership teams as their **Human Resources Business Partner (HRPB)** to **develop and execute talent solutions** that supported their data-based **goals for growth, employee performance, and engagement**.

People and DEI Strategist at Magical Teams

Contract: January 2022-March 2022

- Created **accelerated documentation techniques** and built them into a learning management system (LMS) so each team member could learn new skills as efficiently as possible, with the added benefit of **easy delegation with fewer human errors** after tasks were handed off as the team scaled and new members were brought on board
- 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, using equitable and inclusive strategies**

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Director of Operations at Pilea

Contract: January 2021-December 2021

- Designed and implemented HR processes for new team member acquisition, onboarding, and training while championing **a company culture of transparency, accountability, and collaboration**
- Built-in contingency plans with forward-thinking 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**

Head of People and Operations at The Hedy Society

April 2017 - January 2021

- **Built the policies, procedures, and foundation for global employment expansion, leading to the presence in over 15 countries**, including Kosovo, Estonia, India, England, Scotland, Greece, Italy, Macedonia, Canada, Mexico, Argentina, Columbia, Ecuador, and Peru
- Developed human-centered systems and **streamlined HR and Operational processes for efficient, accelerated growth** that was both sustainable and reliable due to contingency plans and failsafes
- Collaborated with the CEO and rest of the leadership team to develop new products that **increased inclusive, accessible resources and tools** for both the internal team and the organization's clients
- Developed a learning platform system for the team to encourage **continuous learning and mentorship opportunities**

Director of Product Management at Presidio

March 2014 - February 2017

- Championed **a culture based on results versus activity to decrease burnout and rapid turnover and increase job satisfaction and mental work-life balance**
- Recruited, hired, onboarded, and trained new team members in addition to technical product director responsibilities
- 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

Senior Associate at The Empire Builders

February 2011 - January 2014

- Recruited, hired, onboarded, and trained direct reports under my management
- Specialized in business operations with structure, processes and workflows, and repeatable procedures to remove human bottlenecks, wasted time and money, and resource inefficiencies

LICENSES AND CERTIFICATIONS

- Professional in Human Resources (PHR) by SHRM, 2011-2014
- Change Management Specialist by the Management and Strategy Institute, 2019
- Root Cause Analysis (RCA) certified by Six Sigma, 2019
- Diversity, Equity, and Inclusion Professional (DEIP) Certified by Archetype D&I Consulting, 2020
- Certified in People Analytics for Performance Management and Team Development by Wharton University, 2022

EDUCATION

- Bachelor of Arts in Cognitive Psychology from Ithaca College, 2009
- Master of Science in Human Resources Development and Business Statistics from Villanova University, 2011
- Specialization in Culture-Driven Team Building from the University of Pennsylvania, 2022