

JOYCE AKIKO

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BACKGROUND

With **10+ years of Human Resources and People Operations experience**, I can help your company become known as a top place to work with **data-driven talent solutions** for **record-breaking retention and employee engagement**. Your company's **culture** will attract high-performing, **diverse** talent that stays, and your day-to-day operations will be supported with **training and development**, employee relations, policy review and compliance, and **performance management**.

PROFESSIONAL EXPERIENCE

Human Resources and People Operations Consultant at JA Consulting

September 2018 - Present

- Worked with clients ranging from fast-paced startups to multi-billion dollar companies, with around 60% strategizing, implementing, and running **talent and culture programs**, 30% **Human Resources generalist** activities, and 10% cleaning up **processes** and areas for improved efficiency
- 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**
- Tracked OKRs and KPIs, conducted peer/360-degree reviews, and Management by Objectives (MBOs) to **increase employee performance**, analyzing the data for trends for optimization **using HRIS tools** like Workday, Gusto, Paychex, Rippling, Sage, Lattice, Paylocity, Zenefits, Culture Amp, and more
- **Owned the entire hiring lifecycle** from recruiting with **DEI-focused initiatives** to recruit, hire, onboard, train, and sustainably scale diverse global teams, using platforms catered to under-represented individuals and **ATS tools** such as Greenhouse, Lever, BambooHR, and Workable
- Remained **up to date on changes in state and federal compliance** through my ongoing professional level membership in the Society for Human Resources Management (SHRM) and was **entrusted with upholding all policies, procedures, and best practices**, in addition to **coaching leadership** on **employee relations** in sensitive and complex scenarios such as microaggressions and subtle biases
- Long-term engagements included **People and DEI Strategist** at Magical teams, **Director of Operations** and unofficial **Human Resources Business Partner (HRBP)** at Pilea, and **Chief Operating Officer** at the WHY Institute, as well as 17 other clients

Head of People and Operations at The Hedy Society

April 2017 - September 2018

- Developed a learning management system (LMS) for the team to encourage **continuous learning and mentorship** opportunities with multiple **professional development** tracks
- Crafted a 360-degree feedback survey for analyzing **performance management data** for new talent programs
- **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

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Director of Product Management at Presidio

February 2014 - March 2017

- Championed a culture based on results versus activity to decrease burnout and increase job satisfaction in addition to offering **career development, training, and mentorship for succession planning**
- **Project managed** the product development of a B2B SaaS tool with **cross-functional communications** between the **technical team and C-Suite leaders** from concept, to beta, to launch
- Developed and rolled out both **remote and in-person training programs** for 2,000+ employees on how to use the SaaS to hit the company's sales goals

Senior Associate, Project Management at The Empire Builders

February 2011 - January 2014

- **Recruited, onboarded, and trained** direct reports under my management
- **Mentored** Junior Associates to **develop their career path** into Senior Associate roles where they engaged directly with clients, helping **develop employee communication and project management skills**
- Crafted critical Standard Operating Procedures (SOPs), processes, and workflows to **provide structure, policies, and procedures** at a fast-growing startup with rapidly changing needs

Human Resources Intern at Balfour Beatty

June 2010 - December 2010

- **Developed a corporate-level internship program** from the ground up by analyzing organizational needs and resources and then composing a strategy to roll the program out to field locations in 20 states
- **Assisted in the hiring process** by sourcing candidates, running phone screening, facilitating interviews, conducting reference checks, and onboarding new employees to the company's culture

LICENSES AND CERTIFICATIONS

- **Change Management Specialist**, accredited 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

- B.A. in **Cognitive Psychology** from Ithaca College, 2009
- M.S. in **Human Resources Development** and **Business Statistics** from Villanova University, 2011
- Specialization in **Culture-Driven Team Building** from the University of Pennsylvania, 2022