

ANGELICA FIELDS

angelica.fields@alumnimail.pepperdine.edu • (415) 483-6901 • <https://www.linkedin.com/in/angelicafields>

CAREER SUMMARY:

Passion for supporting great teams by creating sustainable solutions while scaling and managing operations. Experienced with continuous improvement, change management, talent operations, and process workflow reengineering at top companies such as GitHub, Disney, Verizon and Mozilla. Critical thinker who thrives in a fast-paced environment with a proven record aligning business operations and prioritizing projects to achieve company goals. Graduate of Pepperdine University with a MA focused on business and social impact with a BA in business from Auburn University. Completed over 200 hours volunteering and mentoring.

SKILLS: Program Assessment and Evaluation, Change Management, Project Management, HR Operations, Applicant Tracking Systems Business Process Improvement, Data Analytics, Cross-Functional Relationships, Communication, Microsoft Office, Google Suite, Hiring and Interviewing, Onboarding and Offboarding, Payroll, Inventory Management, Account Management, Coordination and Scheduling

PROFESSIONAL EXPERIENCE:

GitHub, San Francisco, CA May 2018 - June 2019

Talent Acquisition Operations and Programs Manager

- Improved workforce planning 33% by conducting a gap analysis, developed a new process, and facilitated training Strategic Finance, Business Systems, and HR resulting in 90% + data accuracy across Workday, Greenhouse and GitHub in about 3 months.
- Designed 2019 Summer Intern Program for 32 interns by cross-functionally working with the organization to create the calendar events, coordinate interviews, select swag, manage housing and logistics while saving time and over \$4000 in the annual budget.
- Ensured data integrity with a focus on process optimization and efficiency by having an eye for detail when reviewing Standard Operating Procedures (SOPs) and conducting audits resulting in an increase in productivity by 25% and a seamless hiring process.
- Met on a monthly basis with Executive leadership to closely track and monitor deliverables with the change management plan.

Talent Acquisition Operations and Programs Specialist

- Supported 6 Coordinators and 8 Talent Partners by clarifying headcount questions and improving recruiting operations by solving data inaccuracies across the company in the Human Resource Information System (HRIS) and Applicant Tracking System (ATS).
- Performed proactive assessments and introduced big-picture solutions to mitigate concerns discovered during the gap analysis.

Talent Acquisition Coordinator

- Scheduled interviews globally across all time-zones using Greenhouse and arranged travel for candidates to GitHub SF office.
- Created offer letters and hiring packets using DocuSign and posted new jobs to our careers page and career sites as needed.

Mozilla, San Francisco, CA January 2018 - April 2018

Recruiting Coordinator

- Managed five recruiters and multiple Hire Managers' calendars using Google Calendar and the applicant tracking system, Greenhouse, in order to multitask and provide an exceptional candidate experience with a well organized interview process.
- Scheduled on average 25 phone, video, onsite and remote interviews around the world with less than a 24-hour turnaround.
- Identified top Global Relocation companies to support transformative change and was the point of contact for stakeholders.

La Petite Baleen, San Francisco, CA March 2017 - January 2018

Teacher

- Taught the life-saving skill of swimming and partnered with parents to provide feedback and discuss instructional strategies.
- Collected, analyzed, and tracked data on students' progress to update and enhance learning plans to further challenge students.
- Enhanced student learning by optimizing a wide range of instructional approaches resulting in a fun environment kids enjoyed.

Country Villa Medical Center, Los Angeles, CA April 2012 - April 2013

Account Operations Manager

- Managed day-to-day operations for 3 departments and 16 employees with an 80% + Quality Control Inspection rating monthly.
- Prevented impending loss of 2 other accounts that were failing inspections by partnering with the Account Managers and Hospital Administrators to complete ad hoc projects that were needed to pass inspections and regain trust in our partnership.
- Increased team knowledge and productivity by effectively training, monitoring, and directing employees in the best practices and regulatory protocols following the Federal Occupational Safety and Health Administration guidelines (OSHA).

Account Operations Trainee

- Learned how to complete full cycle HR responsibilities and business operations to onboard, maintain and offboard employees.

Disneyland, Anaheim, CA August 2011 - April 2012

Operations and Sales Specialist

- Interacted with guests from all over the world at D Street in Downtown Disney to provide personalized product guidance, resolve issues, and perform cashier duties with accuracy by processing payments with less than \$5 over/under and hitting sales goals.

College Program Intern

- Listened to guests' needs in order to suggest and ultimately sell the best products from the 51,000 square-foot World of Disney retail store while achieving employee of the month 3 times in a row because of feedback from happy guests sending thank yous.

Verizon, Opelika, AL June 2009 - August 2011

Sales Specialist

- Rewarded for having the highest conversion rate of 18%; turning chats into sales while chatting with five customers at once.

EDUCATION:

Pepperdine University, Malibu, CA August 2014 - May 2016

MA: Social Entrepreneurship and Change Management

Auburn University, Auburn, AL August 2007 - May 2011

BA: Business Administration and Management