

## Project 1: HR IT and Executive Recruiting Hiring Process Improvement & Team Upskilling

- **Title of the Project:** HR IT and Executive Recruiting Hiring Process Improvement & Team Upskilling
- **Name of the Company or Client:** USAA
- **Project Date:** March 2019 – September 2019
- **Brief Description:** Partnered with USAA's executive leadership, recruiting team, and operational leaders to address inefficiencies in the hiring processes for executive leadership and IT professionals while upskilling HR and operational teams to ensure long-term alignment with industry standards.
- **Objective:** The primary goal was to streamline and optimize the time to hire and time to fill while enhancing the HR and operational teams' capabilities to maintain improved hiring processes.
- **Execution:** We documented the existing hiring process, utilized Business Process Management (BPM) techniques for analysis, and developed an improved flow model. After implementing the new model, we conducted comprehensive training for HR and operational teams, monitored the results, and continuously optimized the process.
- **Results:** The initiative resulted in a 40% reduction in time to fill and a 34% improvement in time to hire for IT professionals. For executive recruiting, time to hire improved by 27% and time to fill by 22%. The team upskilling further contributed to sustainable improvements, better candidate experience, and increased capacity throughout the hiring cycle.



## Project 2: Project Management Consultant

- **Title of the Project:** VET+MAP Strategic Planning and Project Management Alignment
- **Name of the Company or Client:** Texas A&M VET+MAP Corporation
- **Project Date:** February 2024 – Current
- **Brief Description:** VET+MAP Corporation, a non-profit organization, is dedicated to helping veterans unleash their potential. I am providing program management services to support the implementation and expansion of the VET+MAP program to other universities and organizations.
- **Objective:** The primary goal is to establish the structure and infrastructure necessary for operational efficiencies and scalable growth.
- **Execution:** I collaborated with the entire team to understand their objectives and align their needs, talents, and objectives with the overall organizational objectives. Through strategic planning and coordination, we ensured the program's expansion is both effective and sustainable.
- **Results:** This effort resulted in a clear strategic direction, improved workflow efficiency, achievement of key milestones, and enhanced team morale, positioning the organization for future growth.

