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People Operations Leader · Talent, Compliance, and HR Systems

15+ years in HR across defense, gaming, SaaS, healthcare	**2x director** leading teams of up to 9 direct reports	**400+** employees supported in current role	**6 → 2 weeks** time-to-fill, with 30+ open requisitions

SUMMARY

People leader with 15+ years building and running HR functions in defense manufacturing, gaming, SaaS, and healthcare. Twice a director, leading teams of up to 9, with full-function HR ownership at Dirthob and Wilcox: talent acquisition, employee relations, compliance, compensation, and HRIS.

CORE COMPETENCIES

Talent Management · Succession Planning · Organizational Design · Change Management · Talent Acquisition and ATS · Employee Relations and Misconduct Investigations · Performance Management · Compensation, Benefits, and Payroll Partnership · Employment Law Compliance (FMLA, OSHA, Workers' Compensation, EEO) · HRIS and People Analytics · Training and Development · Program Management

EXPERIENCE

Senior HR Operations Partner · Wilcox Industries — May 2026 – Present

Defense manufacturing · Newington, NH · 400+ employees

- Recruited by a former manager to build HR infrastructure from the ground up; own the HR tech stack and lead the company-wide Rippling HRIS implementation alongside ADP.
- Lead succession planning and organizational design with senior leadership, building job architecture across ~295 job codes and the company's first compensation bands.
- Drive change management for new systems, policies, and manager processes; author HR policy and CMMC-ready personnel controls for a regulated defense environment.
- Founding member of the AI Council; recruiting and convening the company's first data sciences team. Turn HRIS data into workforce metrics, audits, and affirmative action reporting.

Human Resources Manager · Granite State Gaming & Hospitality — Mar 2025 – May 2026

Regulated gaming and hospitality · New Hampshire · 300+ employees · 5 direct reports

- Led a team of 5 across recruiting, employee relations, onboarding, and HR operations; advised ownership and executives on workforce and compliance decisions.
- Ran full-cycle talent acquisition with 30+ concurrent requisitions; cut time-to-fill from ~6 weeks to 2 and delivered 75 hires through growth and turnover.
- Managed workers' compensation, OSHA compliance, and misconduct investigations; led HR through an external NH Lottery Commission audit and wrote the document retention policy.
- Built an automated HR inbox in Make that routes ~1,000 inquiries a month, reducing manual handling 30–40%.

EXPERIENCE, CONTINUED

Senior HR Business Partner · Rivers Casino Portsmouth — Jun 2024 – Mar 2025

Regulated gaming · Portsmouth, VA · ~600 team members

- Advised executive and department leaders in a high-volume, highly regulated casino operation, translating workforce data into action plans.
- Investigated and resolved complex employee relations cases (harassment, performance, policy), partnering with Legal and Compliance on consistent, audit-ready documentation.
- Coached managers on performance and progressive discipline; optimized UKG workflows and reporting.

Director of Human Resources · Dirthob — Nov 2021 – Jan 2024

Global distributed workforce · 5 direct reports · Concurrent role

- First HR leader; built the function end to end: hiring infrastructure, performance management, compensation framework, compliance, and HR technology.
- Owned the full HR process for a workforce across Europe, Asia, South America, and the US, working closely with domestic and international payroll teams on accuracy and compliance.
- Launched the first performance cycle with calibration and manager training; improved retention 30%.

Director of Support Operations · Third Eye Health — Aug 2020 – Jun 2023

24/7 telehealth · 9 direct reports · Concurrent role

- Led a team of 9 through workforce planning, performance management, and capability building in a 24/7 clinical environment.
- Partnered with clinical leadership on hiring strategy, training, and retention; built dashboards driving scheduling and capacity decisions.

Senior HR Specialist · Beaufort CRO — Jun 2021 – Dec 2022

Global clinical research · 10,000+ employees · Concurrent role

- Cut time-to-hire 50% for an assigned client group by restructuring intake and requisition triage; HR partner across a global, matrixed organization.

Founder and HR Consultant · People Ops Plug — 2017 – Present

- HR operations, compliance, and systems consulting, including engagements serving Google, Amazon, Apple, and Starbucks.

EARLIER CAREER

HR Solutions Specialist, ADP (2018–2019) · Creative Specialist, Apple (2014–2018)

EDUCATION AND CERTIFICATION

MBA, HR Leadership · Jack Welch Management Institute, in progress
BBA, HR Management · Strayer University, 2021
PHR · HRCI, 2024

SYSTEMS

HRIS and payroll: Rippling, ADP, UKG; Workday (user)
ATS: Greenhouse, Rippling Recruiting
Automation and data: Make, Google Apps Script, AI agent workflows, HR dashboards