

Katherine McCord

Operations and HR Executive

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TOP ACHIEVEMENTS

- **Designed First Ever Anti-Resume Applicant Tracking System**
 - Invented the first anti-bias ATS which fired the resume. I won Innovator of the Year at HRDS and was recognized at Web Summit twice.
- **Successfully Scaled Ten Start-Ups**
 - Worked side by side with entrepreneurs to scale their start-up organizations, several from conception to sell.
- **Took Compliance Audit From Fail To Pass In Two Weeks**
 - I was a new hire and started right as the audit began. We were well below fail at the beginning and ended up passing with 12% to spare!
- **Designed and Lead Universal Workforce Design Program**
 - This KPI focused program focuses the design of everything from policies and procedures to tech and engagement styles on the principles of Universal Design and improves productivity an average of 16% and team satisfaction an average of 38%.
- **Built National Recruiting Program**
 - The project was set to take 12 months. I successfully scaled it in 8 and added features that better supported the branches including onboarding support and mass hire events.
- **Come Out Under Budget Year After Year**
 - I consistently surpass metrics while coming out 4%-26% under budget consistently each year.

EXPERIENCE

Titan Management — Contract HR and Operations Executive

May 2014 - PRESENT

Worked with start-up, growth-stage, and enterprise organizations across the country and abroad in long-term contract and interim roles

Industries Worked: IT, FinTech, Merchant Services, Trades, Medical, Manufacturing, Restaurant & Hospitality, Sports, Security, Nonprofit, etc.

- Led teams of up to 26 people hands-on
- Set and managed organization-wide KPIs
- Headed Workforce Planning and Strategy at the local, national, and global levels
- Designed and developed Universal Workplace Design Program
 - Elevates wellness, productivity, efficiency, and sustainability with a strong focus on program KPIs
- Operations Management - Handled everything from day to day leadership to annual reporting
 - Vendor selection and management
 - Annual budget development and oversight

SPEAKING

- United Nations (AIMS)
- SHRM
- London School of Business
- International Conference on Diversity in Organizations
- Web Summit
- Dozens More Events
- 100 + Podcasts

PUBLICATIONS

Book: The Obvious Solution You Never Heard Of

Articles:

- HR Mavericks - Neurodiversity In The Workplace and Should We Hire An Executive Search Firm?
- TAGG Magazine - Love May Have To Hide, But It Never Dies, 2 Part

Quote: Forbes - What Neurodiverse People Want Their Employers And Colleagues To Know

TECHNOLOGY

CRM: Salesforce, Zoho, Proprietary

HRIS: BambooHR, Paycom, Paylocity, ADP, UKG

- Handled compliance initiatives
- Headed Employee Engagement Initiatives (Remote and Onsite)
 - Improved engagement up to 64%
- Employee Relations
 - Improved team satisfaction an average of 56%
 - Consistently improved retention over 30%
 - Handled local, national, and international cases
 - Developed and ran KPI-based DEI programs
- HRIS, ATS, and CRM Administration and Development
- Learning and Development – designed and led training for new hires, departmental continuing education, product training, etc.
- Talent Acquisition – Built and managed highly effective and inclusive local and national recruiting programs
 - Improved time to hire and average of 64%
 - Improved candidate satisfaction an average of 42%
 - Consistently complemented by candidates on the interview style utilized
- Creative Branding and PR- social media, podcasting, articles in local and major publications, blogging, etc.
 - Event Presence Management
 - Coordinated and designed a Metaverse education event
 - Managed event presences across multiple conventions both nationally and internationally
 - Worked with Marketing on branding and PR presence including acquiring and handling media spots
- Process Improvement – used data and feedback to assess and improve processes and procedures
- Policy and Procedure design and creation
- Strategic Partnership Development and Management

Diverse Edge — Operations and Recruiting Manager

May 2013 - April 2014

- Set KPIs
- Assisted with budget development and management
- Human Resources
 - Compliance
 - Employee Relations
 - Benefit Administration
 - Compensation
- Recruiting – agency style recruiting for clients
 - Landed highest grossing placement
- ATS and CRM Build Out and Administration
- Office Management
 - Reporting
 - Vendor Management

ATS: Greenhouse, Workday, JazzHR, Icims, Zoho, etc.

Data Analytics: Tableau, Excel, SQL, ETL/ELT

SKILLS

Servant Leadership
 Operations Management
 Innovation
 Department Build-Out
 Project & Program Management
 Company and Department Budgeting
 Reporting and Analytics
 Learning & Development
 Employee Relations
 Talent Acquisition
 PR & Branding
 Cross-Team Collaboration
 Database Administration
 Vendor Management
 Policies & Procedures
 Succession Planning
 M&A Leadership
 Compensation

EDUCATION

- **HR Management Certified**
- **DEI Certified**
- **Neuroscience Coach Certified**
- **Neuropsychology Communication Certified**
- **Business Classes – Stanford University**