

KAREN DILLS

Orlando, FL | 407-988-7759 | karendills@gmail.com

Executive Talent Acquisition Leader with expertise in directing global recruiting operations in support of sustained revenue and new client/sales growth. Track record of blended strategy and delivery success, managing peak performance teams across multiple geographies. Hands-on, metrics-driven leader known for building rapport and trust at all levels.

EXPERIENCE

HCS HEALTHCARE- Winter Park, FL

June 2017- June 2018

Founded in 2007, HCS Healthcare was a specialized national workforce solutions firm supporting clinical and non-clinical recruiting for Fortune 500 allied healthcare clients. (HCS was acquired in June 2018)

Vice President- Recruiting

- Recruited to lead a team of 53 US and Philippines-based healthcare recruiters during a period of significant growth and transformation, including rebranding and restructuring initiatives.
- Implemented automated scheduling tool to accelerate candidate communication, and led due diligence for selection of contractor engagement and deployment software.
- Directed focused initiatives to exit low-performing recruiters while revamping the assessment process for internal recruiter hiring.
- Drove culture of accountability for metrics and profitability across sales and recruiting functions with constant focus on SLA/KPIs, including calls, submissions and placements.

Key Accomplishments

- Analyzed performance ratios of top 25 clients to properly realign recruiter focus on highest revenue generating accounts.
- Created core project team to research and identify program changes required to track source codes and reduce budgeted spend on advertising and job posting by \$125k.
- Implemented new offshore staffing support vendor to augment North American team by an additional 20%, reducing US compensation cost by net \$159k annually.

ALORICA -Irvine, CA (Remote / Orlando FL)

June 2010- June 2017

Alorica is a \$2.3B global leader in customer management solutions, serving the world's biggest brands with 100,000 employees in more than 150 locations around the world. (Alorica acquired EGS in July 2016. EGS acquired APAC Customer Services in June 2012.)

Vice President- Recruiting

- Promoted from Director to structure and manage centralized recruiting team supporting all field leadership and corporate functions across the US throughout post acquisition integration and unprecedented expansion.
- Led service delivery recruiting team during double-digit growth in exceeding full cycle hiring goals related to headcount and time-to-fill for 4 consecutive years. (Average 37 days with average base compensation over \$92k with 500+ hires per year). This includes functional ownership of all hiring for field leadership roles across 93 offices as well as corporate teams including HR, IT, Legal/Compliance, Sales/Marketing, and Accounting/Finance.
- Partnered with executive leadership and sales team to support multiple deal reviews and participated in final client presentations, including pricing and headcount distribution recommendations based on geographic talent market analysis.

Key Accomplishments

- Directed recruiting for \$4.86M 3-year global healthcare client engagement.
- Hired 238 Registered Pharmacists in four months as a Program Manager guiding recruiting for national healthcare expansion. Executed project saving over \$240k in budgeted recruiting expenses.

- Led implementation kick off project for 700+ Pharmacy Technician hires across the US.
- Executive sponsor for integration of multiple legacy Taleo systems to support company transition from SAP to Oracle in less than 3 months.

Director-Recruiting

- Recruited to establish recruitment framework for management and leadership hiring across North America. Sourced and hired leadership team for market expansion in Montevideo, Uruguay.
- Provided ongoing consultation with business development team in support of continued healthcare LOB expansion. Created formal recommendations for executive leadership team to shape future growth strategy.

Key Accomplishments

- Saved over \$650k in agency fees during first 12 months versus prior year expense.
- Designed and led aggressive outreach and implementation of candidate tracking programs and processes. Directed manager for implementation of Applicant Tracking System (iCIMS).
- Implemented standard behavioral based interviewing program aligned to streamlined leadership competencies, reducing hiring bias across the organization.

HEWITT ASSOCIATES (now AON Corporation)- Chicago, IL (Remote / Orlando FL)

May 1999- June 2010

Hewitt Associates was a global outsourcing and consulting firm delivering a complete range of Human Capital Management Service to Fortune 500 companies, located in 33 countries with approximately 23,000 associates.

Executive Recruiter- HR Outsourcing/Global Corporate Services

- Promoted to establish and streamline national strategy to hire sales executives aligned to HR Outsourcing Mid-Market and Point Solutions Services.
- Managed national executive correspondence standardization program for Taleo.
- Led process optimization initiatives to promote consistency and drive quality and accountability.

Recruiting Leader- Global Corporate Services/IT

- Promoted to lead performance management strategy for low performing Senior Recruiters and stabilize team.
- Designed and implemented formal pipelining strategy supporting talent upgrade across IT teams.
- Mapped consistent national communication process for senior leadership correspondence.

National Recruiter -HR Outsourcing

- Recruited to manage recruiting initiatives for all North America Customer Service promotional hires with an average requisition load of over 70 openings.
- Created, implemented and managed a campus recruiting strategy for five targeted universities.
- Vendor manager for contractor staffing initiatives with a budget of \$1.2M.

NORRELL (Randstad)- Atlanta, GA

September 1992- May 1999

Norrell was a strategic workforce management services company, providing staffing, outsourcing, and professional services.

Region Quality Service Manager

Held a variety of increasingly responsible positions ranging from Branch Manager to Region Quality Service Manager for 16 Atlanta offices. Key player in national implementation project for applicant tracking system.

EDUCATION

State University of New York, College at Buffalo- Bachelor of Science