

# Magdalena Miranda

## Client Services Manager, RPO

📞 414-555-6729 ✉️ magdalena.miranda@example.com

🌐 linkedin.com/example/magdalenamiranda 📍 Milwaukee, WI 53202

### STRENGTHS

-  **Client partnership**  
Turns hiring priorities into clear account actions. Hiring leaders gained confidence when updates connected evidence with next steps.
-  **Recruiter coaching**  
Uses one on ones and direct feedback to help recruiters improve. Team members often sought guidance on difficult searches.
-  **Operational clarity**  
Creates practical workflows and validation checks. Small process changes made delivery more consistent across distributed recruiting teams.
-  **Recruiting analytics**  
Connects ATS data with decisions on aging, productivity, sources, and satisfaction. Clear analysis helped stakeholders focus effort.
-  **Calm coordination**  
Keeps recruiters, hiring leaders, and partners aligned during active searches. Careful follow up resolved issues before they spread.

### SKILLS

| <u>RPO</u>                   |  | <u>Talent Acquisition</u> |  |
|------------------------------|--|---------------------------|--|
| <u>Client Services</u>       |  | <u>ATS</u>                |  |
| <u>Social Recruiting</u>     |  |                           |  |
| <u>Recruiting Analytics</u>  |  |                           |  |
| <u>P&amp;L Management</u>    |  |                           |  |
| <u>Budget Management</u>     |  |                           |  |
| <u>Account Planning</u>      |  |                           |  |
| <u>Recruitment Marketing</u> |  |                           |  |
| Microsoft Office             |  | Team Coaching             |  |

### SUMMARY

Client services and talent acquisition leader with eight years of experience delivering **Recruitment Process Outsourcing** programs, managing **distributed recruiting teams**, and building trusted relationships with HR executives and hiring leaders. Leads sourcing, screening, recruiting coordination, recruiter coaching, hiring strategy, client implementation, operational governance, and account execution. Uses Applicant Tracking System data and recruiting analytics to monitor time to fill, requisition aging, cost per hire, productivity, satisfaction, source effectiveness, budgets, and P&L performance. Builds practical account plans, supports **quarterly and annual business reviews**, and standardizes workflows for consistent delivery. Combines clear communication, **Microsoft Office Suite** proficiency, and thoughtful team development with a steady focus on client priorities. Brings disciplined recruiting operations and collaborative leadership that can help a new organization deliver reliable talent outcomes.

### EXPERIENCE

#### Client Services Manager, RPO

Elevate Workforce Solutions 📅 January 2022 - Present 📍 Milwaukee, WI

Leads RPO client delivery, distributed recruiting teams, ATS reporting, client reviews, budgets, P&L management, and operating improvements. Partners with stakeholders on account execution, performance coaching, hiring strategy, and service consistency.

- Led RPO delivery for distributed teams, aligning recruiting activity with client hiring priorities.
- Built ATS reporting for **time to fill**, aging, productivity, satisfaction, and **source effectiveness**.
- Coached recruiters through **one on ones**, **team meetings**, feedback, and practical performance plans.
- Prepared client reviews with budget, expense, **P&L**, and delivery analysis for informed decisions.
- Standardized **recruiting** workflows, validation checks, and documentation, improving consistency across account operations.
- Reconciled partner inputs and resolved reporting discrepancies before stakeholder meetings and delivery reviews.

#### Talent Acquisition Operations Manager, Recruiting Operations

Northline Recruiting Partners 📅 July 2020 - December 2021 📍 Chicago, IL

Managed hybrid recruiting operations, passive sourcing, recruitment marketing, analytics, stakeholder reviews, and process governance. Connected recruiting teams with hiring leaders through clear reporting, practical campaigns, and consistent operating routines.

- Managed hybrid recruiting operations across virtual and on site recruiting teams.
- Expanded passive sourcing through **recruitment marketing**, outreach campaigns, events, and **pipeline programs**.
- Created analytics for **requisition aging**, **recruiter productivity**, candidate sources, and hiring outcomes.
- Coordinated stakeholder reviews, translating workforce priorities into practical recruiting actions and **account plans**.
- Improved operating consistency through documented workflows, validation checks, and shared **recruiting** practices.
- Reviewed exceptions with partners, resolving discrepancies before delivery updates and leadership discussions.

#### Senior Corporate Recruiter, Talent Acquisition

Lakeview Health Services 📅 September 2018 - June 2020 📍 Evanston, IL

Delivered full cycle corporate recruiting through **ATS** workflows, social sourcing, structured screening, and hiring leader intake. Supported **talent delivery** with organized coordination, candidate communication, source analysis, and dependable hiring processes.

## Passive Sourcing

Pipeline Programs   Hiring Strategy

## LANGUAGES

English   Native

Spanish   Proficient

## MY CAREER



- Client Services Manager, RPO at Elevate Workforce Solutions (4.7 Years)
- Talent Acquisition Operations Manager, Recruiting Operations at Northline Recruiting Partners (1.4 Years)
- Senior Corporate Recruiter, Talent Acquisition at Lakeview Health Services (1.8 Years)

- Delivered full cycle recruiting through ATS workflows, social **sourcing**, and structured **screening**.
- Built hiring leader intake routines that clarified role priorities, interview steps, and candidate needs.
- Used **social media recruiting tools** to reach passive candidates for difficult corporate searches.
- Coordinated interviews, candidate communication, feedback collection, and hiring decisions across stakeholder groups.
- Reviewed source and pipeline activity, helping recruiting partners focus effort on qualified candidates.
- Improved repeatability through documented **recruiting** steps, accurate records, and timely stakeholder updates.

## PROJECTS

### RPO Delivery Governance Program 📅 2024

A recurring reporting issue exposed gaps across an active recruiting operation. Established shared checks for ATS metrics, client updates, budget inputs, and delivery reviews, giving stakeholders a clearer view of account performance.

### Recruitment Pipeline Campaign 📅 2021

A difficult hiring segment needed fresh attention. Combined passive outreach, recruitment marketing, events, and pipeline tracking into a coordinated campaign that gave recruiters and hiring leaders a more reliable candidate flow.

## LEADERSHIP & AWARDS

- SHRM Certified Professional recognized for sustained contribution to human resources and talent acquisition practice.
- Client delivery leadership recognition for dependable RPO operations, stakeholder communication, and account governance.
- Team leadership recognition for coaching recruiters and sharing practical process improvements across recruiting operations.

## EDUCATION

### Bachelor's Degree in Human Resources Management

University of Wisconsin Milwaukee 🎓 GPA: 4.0 📅 2018 📍 Milwaukee, WI

**Coursework:** *Talent acquisition, organizational behavior, employment law, human resources analytics*

## CERTIFICATIONS

- SHRM Certified Professional 📅 2021
- Microsoft Office Specialist 📅 2022

## TECHNICAL SKILLS

- **Applicant Tracking Systems:** ATS workflows, requisition tracking, candidate records
- **Recruiting Analytics:** Time to fill, requisition aging, source effectiveness
- **Talent Acquisition:** Sourcing, screening, recruiting coordination
- **Recruitment Marketing:** Passive outreach, campaigns, recruiting events
- **Client Account Management:** Account plans, client reviews, stakeholder engagement
- **Financial Management:** P&L reporting, budgets, expense tracking
- **Microsoft Office Suite:** Microsoft Excel, Microsoft Word, Microsoft PowerPoint
- **Recruiter Management:** One on ones, team meetings, performance coaching
- **Process Improvement:** Workflow standardization, validation checks, best practices
- **Social Recruiting:** Social media sourcing, candidate outreach, talent pipelines
- **Recruiting Operations:** Virtual teams, on site teams, delivery governance

## PROFESSIONAL AFFILIATIONS

- Society for Human Resource Management member, engaged in continuing human resources learning.

- Association of Talent Acquisition Professionals member, connected with recruiting operations and sourcing peers.

### ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

### REFERENCES

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AVAILABLE ON REQUEST