



CAREERTUNERS

Moving your career forward

Case Study: HR Executive

We helped Damon navigate career transitions and land executive roles.

»»» Here's what he had to say about our work:



Damon Isaacs

11 reviews · 2 photos



★★★★★ 3 months ago

I have been using CareerTuners' resume service since mid-2015—almost 10 years now! Throughout my career, Fatemah and her team have supported me, whether I was looking for a new challenge or navigating two different layoffs.

Their dedication and professionalism have been invaluable, and I'm now seeking their help for what could be my **final job before retirement.** I'll continue to refer many people to Fatemah for "career tuning," as I have in the past.

I'm truly grateful for the exceptional service over the years. Fatemah should be proud of the business she has built. Thank you for all the wonderful help!

His backstory:

Damon is an HR executive, who has been working with us since 2015. From two layoffs to Covid-19, every time he turned to us to stay competitive in the job market. Recently, he came to us for one last update before retirement.

Our strategy:

We optimized his resume each time to maximize impact and alignment with the target job. We also refreshed his LinkedIn profile to complement the resume.

Here is what we did:

- 1** Refined the top section of his resume to enhance executive positioning.
- 2** Reframed accomplishments to highlight leadership, strategy, and impact.
- 3** Optimized keywords for better visibility and alignment with his evolving career goals.

Where is Damon now?

Through our collaboration, Damon secured multiple roles, moving from Director to Board Chair and eventually launching his own consulting business. Today, he serves as the COO and Board Chair at the Center of Contemporary Sciences.

Damon continues to refer our services to his friends and peers.



Damon Isaacs <damoni...>
to fatemah, [redacted]



Hello Fatemah,

I would like to introduce you to my friend, Sheen, Sheen is looking to tune up his resume, cover letter and LinkedIn profile. He may also be looking for some coaching. I mentioned to him that I had used you and your company in the past and wanted to make a referral.

Sheen, I first used Fatemah's services in 2016 after I lost my job at ConocoPhillips. I have used her and the team a few times since to tune up my resume. I trust her and Career Tuners.

Would you like us to optimize your Resume and LinkedIn, too?

Click here to invest in our services or call us for a consultation:

[Book Service](#)

[Call Us](#)



Warning: The following pages have been saved as images in order to protect Damon's work as well as our work from being copied and indexed. As a result, uploading this exact file into an Applicant Tracking System will not work. If you are interested in hiring him, please email us at contact@careertuners.com.

Here's the latest resume we made for him:

Damon Isaacs

951.284.5404 | contact@careertuners.com | Irvine, CA 92618 | [linkedin.com/in/careertuners](https://www.linkedin.com/in/careertuners)

Creates business value by driving HR strategy, providing transformational leadership, and building a high-performance culture.

Strategic HR Planning & Execution | HR Roadmap Development | Tech-Based Team Leadership | HRSS | Employee Engagement

Skills: Global HR Services, Organizational Change Management, HR Policy, Resource & Program Budgeting, SLA Performance Management, Leadership Development Programs, Team Building & Succession Planning, Business Process Improvement, Compensation & Total rewards, Employee Engagement, Diversity, Equity, and Inclusion, Accounting & Payroll

Professional Experience

Chief Operating Officer/Board Chair, Center for Contemporary Sciences 04/2020 – Present

Built a non-profit in collaboration with the CEO, establishing the HR function from the ground up. Leading the development and execution of HR strategies, policies, and procedures; overseeing talent management, compliance, payroll, and benefits. Collaborating with leadership to align HR initiatives with organizational goals while also managing donor and board relations.

Strategic Leadership & Organizational Development

- Achieved 95% employee retention and 97% satisfaction by creating a culture of empowerment and alignment, developing clear organizational goals, and linking employee roles directly to the overall mission and strategic objectives.
- Helped secure \$1.4M in funding through strategic planning, developing a compelling pitch deck, business plan, and financial model that were leveraged by the CEO to engage key donors.
- Orchestrated quarterly strategy and alignment meetings during COVID-19 to maintain alignment with the organization's strategic plan, ensuring remote collaboration and continuous engagement across departments.
- Led intern and fellowship program, successfully collaborating with top-tier universities like Yale and Harvard to recruit 37 fellows and interns, providing valuable mentorship and career development.

HR Operations & Compliance Management

- Streamlined HR operations and compliance across multiple states by establishing HR frameworks from scratch, including payroll systems with ADP and comprehensive employee benefits packages.
- Developed robust DEI policies, resulting in a diverse and inclusive workplace; authored anti-harassment and anti-violence guidelines to ensure compliance and promote equity.
- Led the recruitment and onboarding of key organizational roles including a Chief Science Officer and Director of Programs, by developing role-specific strategies and leveraging industry networks to attract top talent.
- Improved organizational efficiency by designing people management tools on SharePoint, enabling employees to easily access policies, submit requests, and track benefits, ensuring smooth day-to-day operations for a lean team.
- Ensured audit and compliance success by managing third-party audits and implementing standard governance practices.

Human Resources Director, North America, Revolution Capital 01/2022 – 10/2022

Established the HR function as the first HR professional, creating employee policies and handbooks, and implementing a new benefits program for a workforce of 120 across the U.S. and Canada, which aligned with strategic growth needs.

- Expedited recruitment process by 33%, filling 34 critical positions within 60 days during a growth spurt by leveraging Zoom for streamlined screening and interviews, resulting in a 90% retention rate among new hires.
- Worked on strategic HR frameworks, including a tiered training program and a comprehensive performance evaluation system to support sustainable employee development and succession planning.
- Enhanced operational efficiency by implementing BambooHR and working with ADP and Ceridian payroll systems, ensuring seamless payroll integration across the U.S. and Canada.
- Initiated a DEI policy and set company-wide goals, presenting to C-suite executives to foster an inclusive work environment.

Head of HR Operations (Director Equivalent), Barrick Gold Corporation

12/2018 – 01/2020

Transformed HR operations for a 10,000+ employee company by building an HR shared service model post-acquisition, establishing a single point of contact for compensation, talent acquisition, and HR communications. Secured leadership buy-in for a decentralized HR framework and managed a \$20M budget. Built an in-house IT department and collaborated with a 40-member team to deploy a call center and case management system. Coached, managed, and developed direct reports; led leadership development programs.

- Managed Talent Acquisition, Total Rewards and Compensation, Employee Health, Employee Relations, Employee Data, Policies, and HRIS, ensuring alignment with business goals.
- Overhauled existing Shared Services model to accommodate 10K+ employees; decreased IT, HR, and Payroll service delivery fee by \$43 per employee, and expedited hiring timeframe by 2 weeks, improving operational efficiency.
- Promoted diversity hiring by partnering with business leaders to build a more inclusive workforce of geologists, engineers, and decision-makers, as an ally in Talent Acquisition.
- Product Owner for \$15M Oracle HCM Cloud implementation; consolidated payroll for 24K+ employees across North America;
- Worked with business leaders to build plans for succession management, retention, and business continuity.
- Saved \$12M by eliminating operational inefficiencies, reducing administrative costs, and replacing 18 vendors with 11 specialized vendors, optimizing vendor contracts and service delivery.
- Decreased time to fill from 81 to 67 days by scaling the hiring cycle; maintained optimal recruitment team size to fill vacancies without incurring additional costs.

Director HR Shared Services, Baystate Health

12/2016 – 12/2018

Led HR Shared Services for 12K+ employees across 70+ sites, implementing Workday and ServiceNow with 57K+ interactions in one year. Managed a 17-member team handling employee data, benefits, and contact center operations. Developed HR policies for compliance with FMLA and other regulations. Managed audits of employee training, performance, and diversity records.

- Introduced HR services catalog and increased engagement survey response by 22%, positioning HR as a trusted partner.
- Established DEI standards for increasing internal hires ensuring that advancement was accessible to all people.
- Deployed automated ServiceNow workflows that lowered the inter-hospital employee transfer by 75%.
- Co-Product Manager for \$12M Workday project; mapped all HR services and completed implementation within 14 months.
- Improved full-cycle employee satisfaction, overseeing everything from onboarding to offboarding, and driving continuous process improvement by leading HR process audits and workflow optimizations.
- Supported Employee Resource Groups, actively providing resume and interview support, and collaborated with "Suit Up", a non-profit aiding young professionals with attire and career advice.

02/2016 – 11/2016: Started an advertising company; secured a 20K readership with 300 distribution locations.

Director HR Services, ConocoPhillips

03/2012 – 12/2015

Led HR services post-company split with a \$15M budget and a team of 12 direct/70 indirect reports, launching 4 global HR systems and enrolling 10K+ employees in benefits. Managed a \$2.8B payroll across the US and Canada. Managed employee health programs.

- Contributed to 20% of team promotions by encouraging a high-performance culture. Led effective succession planning.
- Increased employee engagement survey response rate from 35% to 65% and accelerated participation in company training by transitioning to a user-friendly, cloud-based HR learning management system, SuccessFactors.
- Received the SPIRIT Award of Innovation for redesigning company intranet; improved participation in annual benefits enrollment (ABE) by uploading informational videos; tool was later utilized for talent recruitment and onboarding.
- Exceeded SLA targets by 5% and cut operational costs by 16% by rightsizing staff, building a sustainable succession plan, cross-training teams, and standardizing 180 HR transactions.

IT Service Delivery & HR Systems Manager, Spirit AeroSystems

06/2007 – 03/2012

Education

Master of Science in Operations Management, Friends University 2011

Bachelor of Arts in Business Management, Friends University 2009

Certifications: Six Sigma Green Belt (2010), ITIL v3 Basic (2008) & Service Center Management (2008).