



Rachel Holz

San Francisco, CA | rholz.training@gmail.com

EXPERIENCE

Slalom Consulting – San Francisco, CA

September 2013 - Present

Slalom is an award-winning, widely recognized firm specializing in delivering solutions and innovations to help businesses from emerging businesses to Fortune 500 companies.

Consultant

Working with the Organizational Effectiveness practice of the San Francisco office to deliver on consulting projects related to change leadership and adoption, workforce productivity, learning and collaboration and talent management across a variety of industries.

Independent Consulting Work

Instructional Designer

January 2009 – September 2013

Clients included the Monterey Bay Aquarium, Genentech, American Management Association, Coin Harlan Consulting

Developed training strategies and execute customized employee training programs for various clients. Expertise includes change management, process improvement, technical training, training needs assessment, curriculum development, virtual web delivery, blended learning delivery, meeting and training facilitation, and training effectiveness measurement.

Google Apps Training & Change Management

March 2012 – September 2013

Worked with Google Apps Premier Partner, LTech, to manage and deliver training and change management services for 40+ companies and educational institutions deploying Google Apps.

Elance, Inc. - Mountain View, CA

Elance is an online workplace that connects hiring managers with qualified professionals.

Training Director

July 2007 – November 2008

Created and developed initiatives to deliver compelling training content on-demand to a growing global audience of more than 270K users and 600K monthly visitors. This included creating Elance University – a new section of the website with centralized web 2.0 multimedia tools to enhance end-user experience.

- Designed and implemented multi-channel educational platforms including over 30 online viral videos that garnered 150,000+ views within a few months
- Scripted, produced and starred in new homepage videos as part of marketing launch resulting in 10% increase in employers and 30% increase in service provider registrations.
- Served as an integral member of the Company's monthly release cycles by partnering with engineering, product, and marketing teams
- Responsible for all dynamic content on 10+ web pages, including in-product pages at the point of user need
- Designed new registration flow and mandatory admissions test for 2800+ test takers a week which resulted in the quality improvement of new members
- Defined, launched and managed a new program to recognize high quality service providers to reward strong performance and ensure successful user engagements
- Worked with engineering team and vendor to implement and manage new skills testing feature for Elance users
- Managed the company's online forum facilitating active dialogue with the Elance community and contributed to the Company's blog



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Condé Nast Publications - New York, NY

HR Information Systems Manager

August 2005 – May 2007

Responsible for PeopleSoft and Taleo (Applicant Tracking System) training, data management and reporting. Managed sensitive data distributed to head of HR and Condé Nast Executive Management.

- Developed training materials to maximize user adoption and ensure data integrity and executed ongoing PeopleSoft and Taleo training to HR teams
- Served as Taleo and PeopleSoft system administrator handling day-to-day support and executed on initiatives to improve end user experience
- Configured Taleo recruiting system to measure and benchmark recruitment effectiveness and increase talent acquisition transparency
- Responsible for PeopleSoft data output to more effectively analyze and manage retention and budget initiatives. This included recruiting analysis, turnover, merit, headcount and employee exit data
- Analyzed and improved recruitment sourcing tools to increase ROI on system costs while more effectively utilizing recruitment agencies and job board

TIME WARNER

Time Inc. - New York, NY

Manager, Staffing Operations

2003 – March 2005

Developed initiatives geared toward improving the entire staffing department's operational efficiency.

- Redesigned New Hire Orientation Program, developed and delivered facilitator training, and conducted orientation sessions with an average of 40 weekly attendees
- Managed and promoted Interim Staffing Program to more than 30 Time Inc. divisions resulting in annual cost savings of over \$800,000, expansion of services, and increased efficiency
- Identified and implemented multiple Human Resources audits including background checks, offer letters, new hire orientation, and the employee referral program
- Responsible for full life-cycle recruiting for non-exempt and exempt level position
- Managed staffing operational budget of \$250,000. Negotiated cost effective contracts and managed 7 vendor relationships
- Hired, directed, and developed a team of 3 HR professionals

Associate Manager, Knowledge Management Group

2000 – 2003

Responsible for executing technology implementation, facilitating training sessions, managing HR processes, and developing metrics-driven performance evaluation projects

- Lead Project Manager for Time Inc.'s implementations of divisional BrassRing and Alexus recruiting technology solutions throughout Time Warner. Included needs analysis, process mapping, data gathering, report configuration, training, troubleshooting and auditing all system information before migration
- Developed new metrics system which captured and delineated recruiting activity for Time Inc. Analyzed data and provided recruiting analyses to HR Senior Management Team
- Worked with executives as Lead Project Manager for retention initiatives focused on new hire on-boarding experience and cross-divisional internal mobility

Human Resources Coordinator, Interim Staffing

1998 – 2000

Part of a 2-person team that developed and launched a company-wide Interim Staffing Program. This saved Time Warner over \$1 million in its initial year. This program was recognized as an outstanding corporate initiative and received a Time Inc. President's Award.

- Developed sourcing methods, assessed hiring manager needs, implemented an efficient tracking system, and solicited client feedback to effectively deliver on expectations
- Trained Time Inc. divisions on new Department of Labor compliance criteria for temporary personnel usage



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SKILLS

TECHNICAL: Adobe Captivate, Camtasia, Drupal, HTML, Business Objects, Visio, SnagIt, Peoplesoft, MS Project, Microsoft Office, iWorks, Online collaboration tools (Adobe Connect, WebEx, GoToWebinar), Various recruitment technology systems (e.g. BrassRing, Taleo)

TRAINING: Google Apps for Business, Google Apps for Business Change Management, Taleo (Oracle), Peoplesoft, AIRS, Franklin Covey Time Management, Kepner Tregoe Project Management, Presentation Skills, Effective Interviewing Courses, Career Development Workshops, Employment Law Seminars, Computer Helpdesk Software Application Support, Conflict Resolution

LANGUAGES: Fluent in French and Conversational Tagalog (Filipino)

EDUCATION

San Francisco State University – M.A., Education/Instructional Technologies

Golden Gate University – Conflict Resolution course

Cornell University Continuing Education, 2003 - Industrial Labor Relations courses

University of Rochester, Rochester NY - B.A., Psychology, French Minor; G.P.A of 3.7, Cum Laude