

Rachel Cupples

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Results-oriented Full Cycle Recruitment Program Manager with a strong focus on metrics and strategic sourcing. Dedicated to delivering exceptional candidate and hiring team experiences to drive positive hiring outcomes.

WORK EXPERIENCE

Textio • United States • 01/2022 – 03/2024

Senior Recruiter

- Led Internal Recruitment - created and drove diversity focused sourcing, recruitment, and inclusive hiring practices across Textio to reflect our unique principals
- Utilized market data to inform hiring teams on labor market specifics for each role, including Time to Fill (TTF) (Rachel's average TTF: 51 days), candidate location, overall demographic stats, improving hiring outcomes, and increased inclusive qualified candidate mix by 56% from 2022-2024.
- Emphasized candidate experience in driving collaborative and innovative hiring processes
- Tracked and reported on key analytics for open roles and more - Regular recruiting metrics reporting to VP & C-level executives
- Mentored team members in establishing candidate-centric recruiting and sourcing practices
- Boosted overall content performance by 110% from 2022-2023 through supporting blog content creation and leading webinars.
- Created and led Annual All-staff Interview Training

Recruiter.com (Nasdaq:RCRT) • United States • 11/2020 – 01/2022

Senior Recruitment Program Manager (Corporate Recruitment)

- Full Cycle Recruitment for internal Recruiter.com
- Implemented and managed ATS (Greenhouse)
- Recruitment Project Lead for Candidate Resourcing Team
- Team Leader/People Manager: 7 Candidate Resourcing Specialists
- Partnered with HR team and VP of HR and Operations

Senior Recruiter (Recruiters On-Demand Division)

- Full Cycle Diversity Recruitment and Sourcing for a variety of Recruiter.com clients, supporting multiple clients in varying industries simultaneously

Senior Talent Acquisition Partner, Sourcing & Recruitment

- Contract Sourcing & Full Cycle Recruitment for Recruiter.com clients

Northwest Center • Seattle • 10/2015 – 05/2020

Director, Talent Acquisition Strategy & Partnerships

- Implemented & led TA strategy aligned w/business priorities to hire top-talent while building robust pipelines w/inclusive outreach & practices – people leader (8)
- Executed full-cycle recruitment and strategic sourcing practices for C-suite, leadership & hard to fill roles
- Mobilized organization's leaders through education, training, & workshops on the essential elements of interviewing, staffing & TA
- Launched national market expansion & implemented PI & executing a successful staffing model
- Leveraged & trained team on tools/resources/building campaigns to source/attract top talent, hard to fill roles, & more by using Jobvite, social media, job boards (LinkedIn, Indeed, ZipRecruiter, Monster, Work Source, AARP, local online publications) community partners, local government partnerships, college partnerships, events

Logic Staffing • Federal Way, WA • 01/2014 – 12/2015

Branch Manager

- Lead daily operations of branch and operational staff, including training, coaching & mentoring (4)
- Made candidate & client experience a priority focus
- Temporary, contract, direct hire placements: Admin/CSR, General Labor, Skilled Labor, Leadership
- Lead a productive environment that fostered team building, hard work and diligence in staffing with candidate & client experience priority focus

Remedy Intelligent Staffing • Tacoma, Washington • 01/2013 – 12/2014

Branch Manager

- Lead day to day operations of branch & operational staff, including training, coaching/mentoring (5)
- Created an environment that fostered team building, hard work and diligence in staffing with candidate & client experience priority focus
- Temporary, contract, direct hire placements: Admin/CSR, General Labor, Skilled Labor, Leadership

Easy Metrics Inc. • Kent, Washington, United States • 01/2010 – 12/2013

Manager, Inside Sales – SaaS

- Coached/Lead organization's Inside Sales team (1-3 FTEs).
- Increased 1st demo show rate by 83% along with increasing 2nd demo show rate by 56% within first 9 months.
- Launched national market expansion initiatives while implementing process improvements to execute successful sales models for Supply Chain and Agricultural markets.
- Engineered program for generating sales leads and management of pipelines.

- Designed and implemented social media lead generation program providing qualified and current prospects (LinkedIn, Facebook, etc).

AWARDS & ACKNOWLEDGEMENTS

Top 25 HR Influencers & HR Leaders Shaping The Future of Work in 2024 • 05/2024

Qandle

Top 28 Powerful Leaders in HR for International HR Day • 05/2024

Recooty

Top 50 HR Leaders To Follow in 2024 • 04/2024

Xobin

Named in 2024 Top Powerful Women Leaders in HR List • 03/2024

Recooty

Named 2023 Top HR Influencer for Diversity & Inclusion • 03/2023

Xobin

Named in International List of Top 20 Powerful Women Leaders in HR for International Women's Day •

03/2023

Recrooty

3rd annual list of emerging HR professionals and influencers: HR Professionals in Diversity Hiring & Talent Management •

03/2022

Xobin

Diversity Spirit Achievement Award • 01/2020

City Career Fair

VOLUNTEER EXPERIENCE

National CASA/GAL Association for Children

Volunteer

Special Olympics

Volunteer

MoveOn.org

Volunteer

SKILLS

Candidate experience, Customer Success, Customer Success Management, DEI Recruitment Leader and Trainer, Diversity Focused Full-Cycle Recruiter, Diversity Recruitment Program Manager, Employer Branding, Forecasting, Fractional Support Services, Full-life Cycle Recruiting, Hands-on Training, Hiring, Inside Sales, Leadership, Management, Mentoring, Negotiation, Operations Management, Recruiter led candidate interview prep, Recruiting, Recruitment Training and Coaching, Relationship Building, Social Networking, Staffing Services, Strategic Sourcing, Strategy, Talent Acquisition, Talent Strategy, Team Building