

Ted Pierni

(416) 909-1545 □ ted.pierni@gmail.com

PROFILE

A results-driven, multilingual management professional committed to increase organizational efficiency through targeted talent acquisition strategies by working with client and attracting and retaining Top Performers; whom remains proactive and hands-on, with the ability to excel in challenging and diverse environments while leading teams to performance excellence.

OBJECTIVE

A challenging director or executive level position with the Talent Acquisition Department in a strategic role providing an opportunity to apply broad experience and a record of success.

CAREER HIGHLIGHTS

- Over 15 years recruitment experience across North America, including Canada, United States and Mexico,
- As a senior leader, responsible for account profit & loss, account management, strategic direction of teams,
- Experience in both niche and high volume roles, most of my experience in hard-to-fill positions,
- Lead recruitment teams since 2004, with my first team based in Mexico City, Mexico,
- Lead virtual and non-virtual teams across North America, including state of Hawaii,
- Worked in corporate, agency and Recruitment Process Outsourcing (RPO) environments,
- Bilingual, including English & French, with good knowledge of Italian & Spanish.

EXPERIENCE

Aon Hewitt (now PeoplScout), Toronto
(February 2011 – present)

Director, Recruitment Client Delivery, **Forest City Enterprises, CVS Pharmacy & Hunt Companies**
(March 2013 – present)

- Providing strategic direction and consultation to three USA based clients:
 - CVS Pharmacy headquartered in Woonsocket, Rhode Island, a pharmaceutical client with over 2000 US hires annually,
 - Forest City Enterprises headquartered in Cleveland, Ohio, a property management client with over 500 US hires annually,
 - Hunt Companies headquartered in El Paso, Texas, a military property management client with over 120 US hires annually.
- Manage a virtual team of 2 USA managers, with approximately 17 USA recruitment professionals providing recruitment service delivery across the entire United States, including Hawaii,
- Well versed on OFCCP and other USA recruitment requirements and regulations,
- Responsible for Profit & Loss for all accounts and successfully achieved over 20% margin,
- Oversee head count, hiring, promotions and terminations for all accounts.

Senior Relationship Lead, **Bank of Montreal**: Personal & Commercial Banking - Canada
(July 2015 – present)

- Providing strategic direction and oversight over a dedicated virtual team of 3 Recruitment Managers with approximately 30 indirect reports across Canada including Montreal, Toronto, Calgary and Vancouver,
- Client consultation over recruitment strategy for Canadian Market in Personal & Commercial Banking for Bank of Montreal,
- The team is responsible for over 6,000 hires annually in the Private and Commercial Banking areas achieving a time to fill of 32 days with aged requisitions below 18%,
- Successful member of Senior Leadership team at AON, directing and participating in overall account health,
- Partnering with internal sourcing and operations stakeholders to ensure smooth client delivery,
- Key member of Canadian Contact Center Taskforce, instrumental in changing overall recruitment process, identifying ideal candidate profile, establishing Employee Value Proposition & achieving key metrics,
- Participating in Six Sigma Lean events helping identify recruitment bottlenecks, and providing solutions to closing gaps.

Senior Recruitment Manager, **Bank of Montreal**: Technology & Operations and Corporate Areas
(February 2011 – July 2015)

- Oversaw a team of 12 Technology recruiters for Bank of Montreal Technology & Operations area,
- Oversaw 1 Recruitment Manager & 10 indirect report for Bank of Montreal Corporate Areas,
- Successfully lead the Business Internship Student Program for 2 years, hiring over 200 university students yearly

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HEAD2HEAD INC., Toronto

(October 2008 – 2010)

Recruitment Process Outsourcing Solutions Manager

- Managed a team of internal and external permanent and contract resources providing RPO services to major Canadian Fortune 500 clients
- Responsible for re-designing internal and external recruitment process for Virgin Mobile, resulting in more efficient recruitment process

CERIDIAN CANADA, Toronto

CTAP Division

(May 2007 - October 2008)

Recruitment Process Outsourcing Account Manager

- Managed a team of 10, including; 7 Recruitment Specialists, 2 Recruitment Coordinators and 1 Reporting Analyst responsible for three major accounts across North America
- Produced in excess of \$1.5 M in revenue for all accounts, generated the highest account revenue for CTAP
- Increased Hiring Manager satisfaction from 69% to 87% & Candidate satisfaction from 72% to 89% over three quarters
- Managed a requisitions load of approximately 200 active requisition and able to fill, on average, 45 positions per month at an average time to fill of 37.5 calendar days
- Responsible for overseeing recruiting team whom were recruiting for junior to senior positions in IT, Marketing, Sales, Finance, HR, Legal, Underwriters, and Engineers
- Led the redesign of the reporting process for CTAP, producing on-time and accurate results on a quarterly basis

AMEX BANK OF CANADA, Toronto

(December 2003 – April 2007)

Manager, Talent Acquisition, Toronto

(September 2005 – March 2007)

- Managed a team of 8 permanent and contract Talent Acquisition Consultants with a recruitment budget of \$750, 000 responsible for recruiting approximately 1,200 positions annually across Canadian Operations, including; card operations, card sales, business travel and staff groups
- Coached, developed and rewarded direct reports to performance excellence resulting in lateral moves, increased productivity and cross training opportunities, in addition to, dealing with disciplinary action up to and including termination of unproductive team members
- Met 103% hiring adherence for high volume positions resulting in agency cost saves of \$475, 000 in 2006
- Reduced quarterly attrition from 51% to 34% in 2006 in a 750 seat call centre
- Created and implemented a Retention Clinic for card operations resulting in better candidate profiling and reduction of annualized attrition from 44% to 39% and approximately \$600, 000 in cost saves
- Redesigned the recruitment process for card operations and business travel resulting in more quality hires and a reduction of candidate to hire ratio from 83:1 to 17:1
- Increased employee referrals from 27% to 32% of total external hires resulting in lower attrition, increase candidate quality and a more engaged workforce
- Developed strong recruitment metrics (time to fill, attrition and recruiter productivity) which allowed better planning to attain specified recruitment goals
- Re-staffed the Talent Acquisition Team catering to line of business needs resulting in providing superior recruitment services
- Re-branded all recruitment collateral and developed “My Life. My Career.” which was adopted throughout the Latin America, Canada and Caribbean (LAC/C) Region
- Member of the Canadian Executive Diversity Council leading the Recruitment & Assimilation Diversity Subcommittee working with Beth Horowitz, President and General Manager
- Increased the company’s diversity brand reputation by public speaking and press related interviews resulting in an increase of diverse candidate slates

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Recruitment Manager, Mexico City, Mexico (December 2004 - September 2005)

- Promoted to manager after one year and moved to Mexico City for a six month assignment
- Managed a team of 5 recruiters, 6 interns and 4 contract recruiters for all Mexican operations, including; card operations, card sales, business travel, banking and staff groups
- Developed, coached and rewarded recruiters via one-on-one's and weekly meetings to adopt a proactive recruitment approach by developing sourcing and pipelining strategies per line of business
- Successfully turned the team around from being unmotivated to motivated resulting in an increase in performance through hands-on management
- Delivered performance evaluations and development plans; determining salary reviews and bonuses
- Created and presented a new internal recruitment process to the Mexico Executive Team resulting in 100% buy-in from all SVP's for each line of business
- Redesigned the internal and external recruitment hiring process resulting in an increase recruiters' productivity by 50%; allowing them to focus on external pipelining
- Successfully deployed an applicant tracking system increasing Recruiters and Managers' efficiency, developed reporting functions, automated contracts and increase candidate experience
- Managed the ManPower account resulting in a 75% increase in productivity from this third party provider

Senior Bilingual Recruiter, Toronto (December 2003 - December 2004)

- Generated costs savings by implementing various sourcing strategies through a targeted approach; schools, associations and word-of-mouth referrals resulting in an increase in the applicant pool
- Generated costs savings for Hiring Leaders on recruitment of travel counselors by conducting first level interviews, assessments and pre-qualifying candidates
- Participated, coordinated and led in Employment Equity activities ensuring compliance with Employment Equity laws resulting in saving \$50, 000 in potential penalty fines
- Participated in the RFP process to ensure the proper selection of vendor while reducing the cost of agency fees and increasing quality of third party vendors
- Successfully recruited over 175 employees for Travel within a 6 month period resulting in the on-time opening of the Halifax office
- Created strong relationships with Diversity Organizations resulting in an increase of diverse candidate slate
- Successfully lead contract recruiters for high volume positions in a two month period achieving required time-to-fill and hiring adherence targets
- Coached and mentored new recruiters and administrative assistance in new roles included training via conducting mock interviews and holding weekly status update
- Dealt with interpersonal situations between team members ensuring team stayed on track and motivated
- Developed Breakfast with the President initiative to help create new culture within the organization and help improve moral throughout the company

BOC CANADA, Toronto (October 2002 - December 2003)

National Bilingual Recruitment Manager

- Designed and implemented a recruitment and selection strategy resulting in higher selection accuracy and decreased employee turnover
- Successfully championed the recruitment need in this national company with over 750 employees
- Reducing cost per hire by sourcing positions through various recruitment vehicles, such as; associations, schools, Internet, and direct sourcing, hence; an increase in the applicant pool
- Coached hiring managers on behavioural interviewing techniques based on core competencies resulting in more accurate hiring
- Designed job descriptions and job postings for advertising vacancies
- Developed liaisons with school, associations, and activity involved in campus recruiting
- Developed and implemented new recruitment policies and procedures to meet business objectives as well as employee legislation
- Involved in a company acquisition responsible for making recommendations on potential new employees, developing interview forms and selection criteria resulting in an easier transition for the company

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CROWNE PLAZA TORONTO CENTRE, Toronto
Manager, Recruitment and Progression
(October 2000 – October 2001)

REALSTAR CORPORATION INC., Toronto
Days Inns - Canada Division
Bilingual Franchise Operations Manager
(March 1997 – October 2000)

EDUCATION

2002 – 2003 **Centennial College**, Toronto
Certificate in Human Resources Management (With Honours)

2003 **Association of Professional Recruiters in Canada**, Toronto
Registered Professional Recruiter (RPR)

1990 – 1995 **Concordia University**, Montreal
Bachelor of Commerce, (Major: Marketing, Minor: International Business)

LANGUAGES French (Fluent), Italian and Spanish (Very good working knowledge)

AWARDS AON United Champion (Leadership)
(November 2011)

 Team of the Year (Ceridian Canada)
(January 2008)

 Take a Bow, Finalist (Amex Bank of Canada)
(February 2007)

 Rings of Reward - Ring 3 (Amex Bank of Canada)
(November 2005)

COMPUTING Taleo, VirtualEdge, BrassRing, CRS, PeopleSoft, PeopleClick, Lotus Notes,
Office2000 products, Goldmine, ACT, HRIS Internet: e-communication, web
browsing

PROFESSIONAL DEVELOPMENT Member of HRPAAO
Leadership: Inspiring Employee Engagement
Valuing Diversity, Practicing Inclusion
Situational Leadership
Media Training
Finance for HR Managers
Lou Alder's Recruitment Boot camp
Group Certified Trainer
Train-the-trainer