


# Yarelis Tokita

## Head of People Operations (HOP)

I have over 5 years of experience as a Head of People Operations. I am responsible for the overall management and operation of the HR department. I ensure that all HR activities are in compliance with company policies and procedures, as well as state and federal laws. I also work closely with senior leadership to develop and implement strategies that support the company's business objectives. In addition, I provide coaching and guidance to employees on various HR topics such as benefits, compensation, employee relations, performance management, etc.

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### Education

#### Bachelor of Science in Human Resources at University of Washington

Sep 2012 - May 2017

Some skills I've learned are: effective communication, writing resumes and cover letters, interviewing, networking, and using social media for job searching.

### Links

[linkedin.com/in/yarelistokita](https://www.linkedin.com/in/yarelistokita)

### Skills

Human Resources

Employee Relations

Recruitment

Training and Development

Organizational Development

Compensation and Benefits Administration

Labor Law

### Employment History

#### Head of People Operations at Google, WA

May 2022 - Present

- Led the development and implementation of a new performance management system that improved employee satisfaction by 15%.
- Successfully reduced turnover by 10% in the first year through initiatives such as an improved onboarding program and increased communication with employees.
- Developed and implemented a new benefits package that saved the company \$250,000 per year.
- Led a team of HR professionals in providing support to employees during a period of organizational change, resulting in minimal negative impact on morale and productivity.
- Implemented a new tracking system for employee development opportunities that resulted in a 50% increase in participation in training and development programs.

#### People Operations Manager at Amazon, WA

Sep 2017 - Apr 2022

- Negotiated and implemented a new benefits package which saved the company \$100,000 annually.
- Led the development and rollout of a new performance management system which improved employee engagement by 10%.
- Managed a team of 5 HR Generalists who supported 1500 employees.
- Implemented a new applicant tracking system which reduced time-to-hire by 30%.
- Developed and delivered training on HR policies and procedures to managers and employees.

### Certificates

#### Certified Human Resources Professional (CHRP)

Dec 2020

#### Certified Human Resources Leader (CHRL)

Mar 2019