

JEFFREY BENJAMIN WALKER (Ben)

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CAREER PROFILE

Human Resources professional with three years of experience in large and small company sizes. Experienced in managing Employee Relations, Performance Management, Benefits Administration, Reductions in Force, Onboarding and Offboarding, and Policy Design across Sales, Engineering, and Operations. An out of the box proactive thinker who leverages relationships, effective communication, and collaboration to generate solutions.

CORE COMPETENCIES

- Employee Relations and Performance Management
 - Data Analytics with HR Focus
 - Client Relations and Strategic Partnerships
 - Benefits Administration
 - Talent Management
 - Cross Cultural Communication
 - Mentoring, Training, Learning and Development
 - Executive Briefing
 - Onboarding and Offboarding
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Professional Experience

Breakwater Solutions
People Partner

Austin, TX
February 2022- Present

- Developed Breakwater Solutions Employee US Handbook to ensure compliance across 14 states, including California
- Supported and shadowed leadership on Talent Management initiatives
- Aided in the implementation and planning of Acquera increasing Onboarding process automation
- Managed employee access to ADP WorkforceNow, ADP Celergo, Lattice, and SharePoint sites to ensure data integrity and reporting accuracy
- Enrolled, updated, and managed US employee medical and retirement benefits
- Ensured successful integration of international payrolls in Germany, Switzerland, and the United Kingdom
- Assisted in global onboarding of 30 employees across 8 countries delivering a satisfaction score of 97%

Rev.com

People Operations Associate

Austin, TX
November 2021 - January 2022

- Evaluated trends across 40+ positions and developed new interview and onboarding practices to identify quality candidates and improve recruiting speed and efficiency
- Developed an employee immigration profile system for H-1B and green card applicants to quickly identify employees for sponsorship
- Analyzed engagement surveys and exit interviews to determine how the business performs under stress and identified areas for growth in relevant departments
- Managed employee access to Envoy, Greenhouse, LinkedIn, and DocuSign to ensure data integrity and accuracy

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Recruitment Operations Manager

Austin, TX

August 2021 - November 2021

- Generated and automated data-driven reporting systems for recruiter efficiency and pipeline health to improve stakeholder access to information
- Created and implemented a new open position requisition system with increased transparency and improved control and approval processes
- Developed and generated C-suite reports concerning overall talent pipelines resulting in stronger Greenhouse data accuracy and consistency
- Managed employee access to Greenhouse, LinkedIn, and DocuSign to ensure data integrity and reporting accuracy among these system

Fidelity National Information Services Inc.

People Partner II

Houston, TX

July 2020 - July 2021

- Managed Employee Relations and Performance Management for 1000+ employees across more than 10 business units and multiple leadership levels as part of a global team
- Coached over 20+ leaders on proper disciplinary action, documentation, and delivery
- Supported the business during large-scale reductions in force and generated severance documents for terminated employees
- Coordinated with Risk and Compliance and General Counsel as needed on a variety of employment law issues including formal employee investigations

Fidelity National Information Services Inc. (acquired from Credit Suisse)

Operations Specialist, Listed Derivatives

Durham, NC

September 2016 - 2020

- Managed \$10M+ in daily trade flow requests for 15 clients (largest client responsible for \$6.2T)
- Collaborated with team members to resolve daily trade breaks, client inquiries, and trade desk clarifications
- Prepared and documented daily client, exchange, and broker fees to ensure accuracy and clearing house integrity
- Led monthly trainings, co-led new hire program, and developed new hire assessment surveys

Credit Suisse

FX Prime Brokerage Analyst

Morrisville, NC

December 2014 - September 2016

- Completed training in Tarsan, FX OPS, and Margin Trac
- Designed and implemented operational strategy improvements resulting in increase of client coverage
- Managed client relationships and communication, resolving 20+ daily client queries while streamlining trade flow and resolving breaks
- Trained and led global team in static data and use of Triana and Wallstreet programs

EDUCATION

M.S., American University - Human Resource Analytics and Management

May 2020

Essentials of Human Resources Certification, SHRM - Duke University

February 2017

B.A., Elon University - Psychology and Health and Human Services

May 2013

Hobbies: Brazilian Jiu Jitsu, Fly Fishing, Cooking, & Skiing