

DANIEL P. CROSS

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EDUCATION	EXPERIENCE - SUMMARY
<p><i>Cornell University; Industrial and Labor Relations, Bachelor of Science (B.S); May 2011</i></p> <p><i>Courses of study: Labor Economics, Human Resources Management, Organizational Behavior, Labor & Employment Law, HR Analytics, Staffing Organizations, Globalization at Work, Economics of Wages & Employment, Disability Considerations in HR Policy and Practice</i></p>	<p><i>Capital One; Talent Acquisition Strategy Manager; Remote - Brackney, PA; December 2016 - Present; Leading a remote team of 7 recruiters and project managers focused on talent acquisition strategy, technology, diversity & inclusion, communications, internal mobility, programs, and process management for Capital One's Retail & Direct Bank (10,000+ Total Associates and 3,750+ Hires in 2017).</i></p> <p><i>Capital One; Co-founder & Leadership Team Member - CapAbilities Network; October 2012 - Present; Co-founded a diversity employee resource group working to remove the barriers for the inclusion of people with disabilities in the workplace, marketplace, and home.</i></p> <p><i>Capital One; HR Consulting Manager; Wilmington, DE; January 2015 – December 2016; HR generalist and strategic business partner for the high-growth Capital One Café team (175+ associates in 15+ locations) with generalist responsibilities focused on Recruiting, Compensation, Organizational Design, and Performance & Talent Management.</i></p> <p><i>Capital One; Sr. HR Consultant; San Francisco, CA; June 2014 - January 2015; HR Site Lead for 160+ Bay Area-based associates with generalist responsibilities focused on Recruiting, Onboarding, Total Rewards, Employee Relations, Executive Coaching, Culture, and Organizational Design.</i></p> <p><i>Capital One; Sr. Recruiter; Wilmington, DE; December 2013 - June 2014; A full life-cycle recruiter for the Capital One 360 (Online/Direct Retail Bank) Delaware Sales Center and East Coast Cafés including: sourcing, screening, interviewing, coordinating, negotiating, and executing hire.</i></p> <p><i>Capital One; Graduate - Human Resources Rotation Program; July 2011 – December 2013; A 2.5-year leadership development program designed to develop skills and expertise through immersion in multiple disciplines within Capital One's HR organization. Experience in Compensation, Training & Development, and HR Consulting.</i></p> <p><i>Challenge Workforce Solutions; Vocational Rehabilitation Services Intern; Summer 2010; Provided vocational rehabilitation services (on-the-job coaching, professional development, mock interviews, and resume critiques) to 25 people with disabilities.</i></p>
AWARDS	
<p><i>Society for Human Resource Management's HR Magazine 30 under 30 HR Professional (2016); Delaware Valley HR Rising Star (2015); Talent Management Alliance's Social Recruiting Summit Social Media MVP (2015)</i></p>	
CERTIFICATIONS	
<p><i>Society for Human Resource Management - Certified Professional (SHRM-CP); HRCI - Professional in Human Resources (PHR); Scrum Alliance - Certified Scrum Master (CSM); American Sign Language (ASL)</i></p>	
PASSIONS	
<p><i>Special Olympics & Youth Volunteer Basketball Coach; Disability Employment Advocate; Published Author and Blogger (SHRM, HR Tech World, HR Magazine, Namely HR, TicketsAtWork, etc.)</i></p>	

EXPERIENCE - IMPACT

Capital One; Talent Acquisition Strategy Manager; Brackney, PA; December 2016 - Present

- Implemented a new interview screening process using Montage that decreased time to fill by 16% (54 days → 46 days) and improved candidate experience by 22% (32 Net Promoter Score, NPS → 40 NPS).
- Led Capital One's transition to the Workday Recruiting Applicant Tracking System (ATS) including organizational readiness planning, change management communications, and data architecture for workforce intelligence capabilities.
- Transforming the Recruiter-Client interaction model from transactional to a proactive partnership through a shift to an Agile methodology using Kanban visual management and enhanced analytics.

Capital One; Co-founder & Leadership Team Member - CapAbilities Network; October 2012 - Present

- Increased associate membership by over 625% (196 members at launch in 2012 → 1,450+ members today) after deploying a member engagement strategy focused on internal events/seminars and external employment opportunities through the Autism@Work Program.

Capital One; HR Consulting Manager; Wilmington, DE; January 2015 – December 2016

- Crafted a revitalized sourcing strategy and creative employment branding content to enable growth/expansion goals of 10-12 new locations and 115+ new associates in 2016.
- Provided analysis and communication roll-out support of a new motivational pay philosophy, including a shift to a 100% team-based, performance-sharing incentive plan.
- Launched a revamped talent management strategy for effective succession planning, people management, and overall workforce development resulting in a 12% reduction in voluntary attrition since implementation in March 2015.

Capital One; Sr. HR Consultant; San Francisco, CA; June 2014 - January 2015

- Constructed a team of 7 recruiters & recruiting coordinators to deliver on aggressive staffing plans across Digital, Technology, and Analyst job families resulting in over 40 hires.
- Facilitated monthly (6 sessions in total) onboarding orientations to an audience of over 85 newly-hired or acquired associates with a 97.7% overall satisfaction score.
- Led HR integration efforts for the merger & acquisition of 32 associates including due diligence, job matching, offer evaluation, onboarding, and culture ambassador responsibilities.

Capital One; Sr. Recruiter; Wilmington, DE; December 2013 - June 2014

- Hired over 45 associates, achieving 150% of monthly staffing/hiring targets.
- Revamped our Campus Recruiting Strategy to include minority, women, disabilities, military, and nontraditional student organizations in support of diversity recruiting initiatives.
- Received a 96.2% satisfaction score from candidate surveys including 85.4% satisfaction score for declined candidates (11.2% higher than the enterprise average).

Capital One; Graduate - Human Resources Rotation Program; McLean & Richmond, VA

- HR Consulting Analyst; December 2012 - December 2013; Supported the Card Operations line of business (12,500 associates across 9 sites) and project managed a reduction-in-force and site closure of 175+ associates.
- Compliance Training Specialist; March 2012 - December 2012; Mobilized the Request for Proposal (RFP) process for Compliance Training vendors resulting in realized savings of over \$1.2MM in negotiated volume discounts.
- Compensation Analyst; July 2011 - March 2012; Conducted a competitive benchmark analysis for the Commercial Bank (6,500+ associates), resulting in an incentive plan redesign for 45+ Treasury Market Sales associates and the creation of a new salary structure for 350+ Call Center associates in India.

Challenge Workforce Solutions; Vocational Rehabilitation Services Intern; Summer 2010

- Achieved 88% job placement and 100% satisfaction/engagement of clients through dedicated employment support and effective on-the-job coaching to 25 people with disabilities.