

Rinat Israelovich

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Skillful and dynamic professional with varied experience in multiple industries, with international and domestic employee recruiting, onboarding, and training. Adept at developing and maintaining actionable business operations management, efficiency strategies, advocating for employee relations, streamlining processes, and achieving organizational objectives. Highly focused and purposeful in supporting data-driven decisions. Successful with identifying goals and priorities to resolve issues.

Areas of Expertise

- ◆ Human resources management
- ◆ Business and facilities operations
- ◆ Employee relations management
- ◆ Coaching
- ◆ Strategic planning
- ◆ Cross-functional team leader
- ◆ Benefits and compensation
- ◆ Contract negotiations
- ◆ Project management

Professional Experience

Personal Touch Home Care, LIC, NY Human Resources Manager

2022-to present

Responsible for performing HR related duties-onboarding/offboarding, benefits administration, employee relations, recruitment, employment law compliance.

- Managed employment processes and the full lifecycle of more than 125 employees.
- Administered benefits including LOAs, ADA, Open-Enrollment, UI claims.
- Handled employee relations, from investigation to counseling and coaching, to corrective actions while maintaining a positive work environment through a fair and consistent resolution process.
- Managed recruitment efforts for exempt and non-exempt employees-pre-hiring reference checks, background checks, new employee orientation while maintaining effective and clear communication to support operational needs and timelines.

Cesar New York, New York, NY Director of Business Operations

2019 – 2020

Led daily business operations and HR for 15 employees, including optimized internal processes to successfully increase sales, revenue, overall productivity and workforce engagement. Established and executed new compliance policies and procedures for corporate filings, third party contracts, and American Institute of Architects regulations. Managed recruitment, onboarding, and hiring of all employees and international interns. Created training program for interns.

- Strategized and initiated efficiency initiatives that effectively reduced errors in purchasing and product delivery schedules using new mHelpDesk program to automate lead tracking. Impacted overall team project management and customer communication as a result.
- Negotiated project contracts, which resulted in 25% increase in advance payments.
- Instituted executive coaching program for leadership and personnel resulting in enhanced effective communication, teamwork, talent development, and succession planning.

The Sela Group – Hospitality and Real Estate, Long Island City, NY Director of Human Resources and Operations

2013 – 2018

Managed employment processes and all aspects of Human Resources for more than 50 hotel employees. Collaborated with legal and finance teams on human resources, including payroll, auditing, employee lifecycle, OSHA regulations, and claims. Assisted with sales to generate advanced group sales. Launched same day booking initiatives, which effectively increased occupancy by 20%. Strategized and executed new guest relations program.

- Developed new employee retention program which successfully increased employee morale and resulted in over 60% decrease in employee turnover.

- Initiated and coordinated industry-specific training and individual licenses for personnel.
- Successfully reduced costs by instituting efficient and streamlined procurement strategies to effectively reduce duplicate efforts.

Tapeo29, New York, NY
Co-Founder and General Manager

2004 – 2012

Managed an award-winning Tapas restaurant. Developed and executed new menus to successfully differentiate from competitors. Hosted events which successfully increased dining. Managed inventory, logistics, payroll, and employee onboarding and training. Created and maintained strategic contracts with vendors. Managed social media marketing, and PR events geared to enhance brand awareness and nurture loyal customer engagement.

- Created loyal customer database to better inform and engage with top customers.
- Won the NYC Paella Parade Crowd Pleaser Award in 2010 and 2011.

Additional Experience

Recruiter, Event Management and Operations Volunteer, ELEM – Youth in Distress in Israel, New York, NY

Education

Bachelor of Arts in English and Comparative Literature
Tel Aviv University, Tel Aviv, Israel

Professional Training

Organizational and Executive Coaching, New York University
Professional Human Resources Management, Pace University
Basic Mediation, Shollem: The Center for Arbitration and Mediation for Israelis in New York and Heiman Law Group, P.C.

Licenses & Certifications

SHRM--SCP, Society for Human Resource Management, Issued 2021