

# WILLIAM ROONEY

WORK EXAMPLE



# Talent Acquisition Accomplishments

2

The items below are some examples of Talent Acquisition related projects, initiatives and improvements delivered in 2020.

## Recruitment Surge

Delivered more than 55 eng. hires within a 6-week period to meet a critical milestone. Reviewed 1350 apps, sourced 100 candidates, 230 screens, and coordinated 285 interviews.

## MVP – Diversity Recruiting Strategy

Developed a vertical slice MVP strategy for ensuring our hiring process meets our diversity goals (pilot in Q1 2021).

## Government Contractor Application Guide

Developed a GitHub hosted guide to help potential applicants understand how to successfully apply to positions supporting federal contracts.

[Public GitHub Repo - govcon-hiring-guide](#)

## Hiring Manager Training

Developed and piloted an interactive training to educate hiring managers on all components of the end-to-end hiring process.

## Hiring Process Optimization v2

Developed and implemented iterative improvements to the hiring process.

## Candidate Evaluation Process

Designed and piloted comprehensive approach for structured and objective candidate evaluation through all stages of the hiring process (inc. templates, guides, etc.)

# People Ops Accomplishments

3

The items below are some examples of People Ops related projects, initiatives and improvements delivered in 2020.

## Internship Program MVP

Developed the MVP for an Internship Program (planned pilot interrupted by COVID)

## Employee Engagement Survey 2020

Executed 2020 engagement survey, collected & analyzed results, developed analysis summary and results presentations.

## Career Progression Framework

Developed comprehensive approach for career progression & growth inc. positions, pathways, levels, etc.

## Operations Team OKR Planning Workshop

Designed and facilitated a collaborative workshop to assist the operational support teams in identifying the top improvement opportunities

## Paycheck Protection Program Forgiveness App.

Researched requirements, collected and compiled all data required to complete PPP forgiveness application.

## Year-End Recognition Process

Co-developed the process and evaluation criteria to request a promotion, raise or bonus for year-end 2020. Co-member of recommendation committee.

# TALENT ACQUISITION TEAM



2020 YEAR END SUMMARY

## **In 2020 the Talent Acquisition team realized:**

- 55% (\$670,404) reduction in total annual expense
- 33% increase in overall operational efficacy

# Introduction

This document is intended to illustrate the talent (TA) team's annual performance and the year over year improvements.

## Contents

Financial Performance

Productivity Performance

OKR Performance

TA Accomplishments

Non-TA Accomplishments

## Appendix

Performance vs Industry Benchmarks

Additional Testimonials

# FINANCIAL PERFORMANCE

**“I think [TA] are one of, if not the number one, top operational unit in the organization. I love working with them and so appreciate the "can do" approach to things, flexibility, and passion they bring to the success of the organization.”**

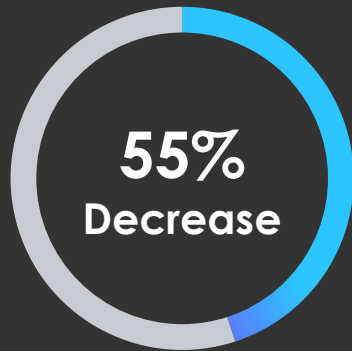
**— David R. (VP, Business Development)**

# 2019 vs 2020 Talent Annual Expense

The total 2020 expense compared to total 2019 expense for the TA team.

Represents the year over year cost reduction and efficiency gains made by the talent team.

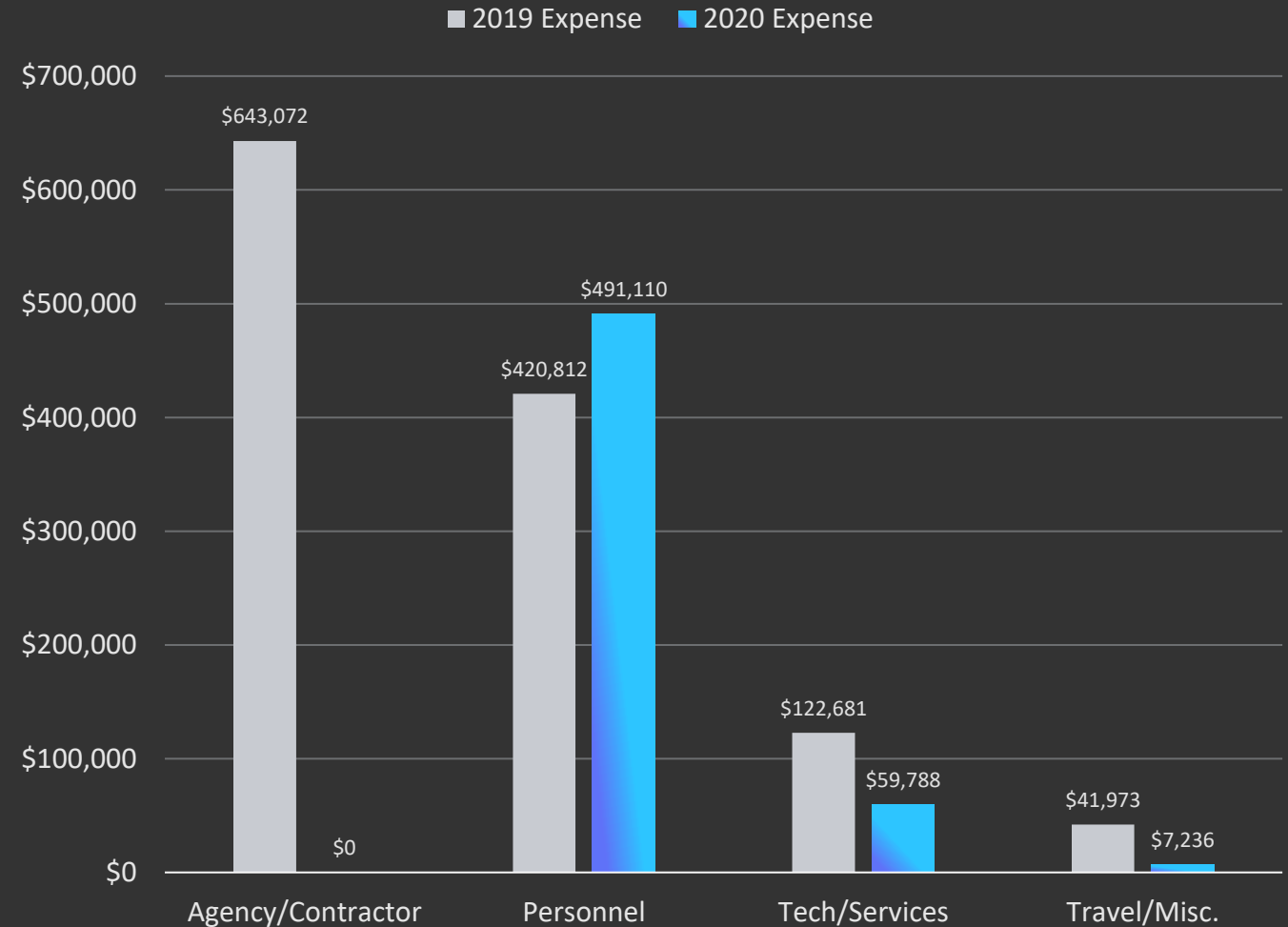
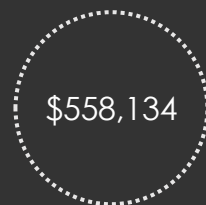
**\$670,404**  
Reduction in Annual TA Expense



**2019  
Total Expense**



**2020  
Total Expense**

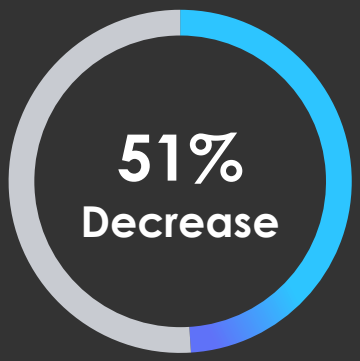




# 2020 Expense by Month

The total 2020 expense by month for the TA team.  
Represents the month over month cost reduction and efficiency gains made by the talent team.

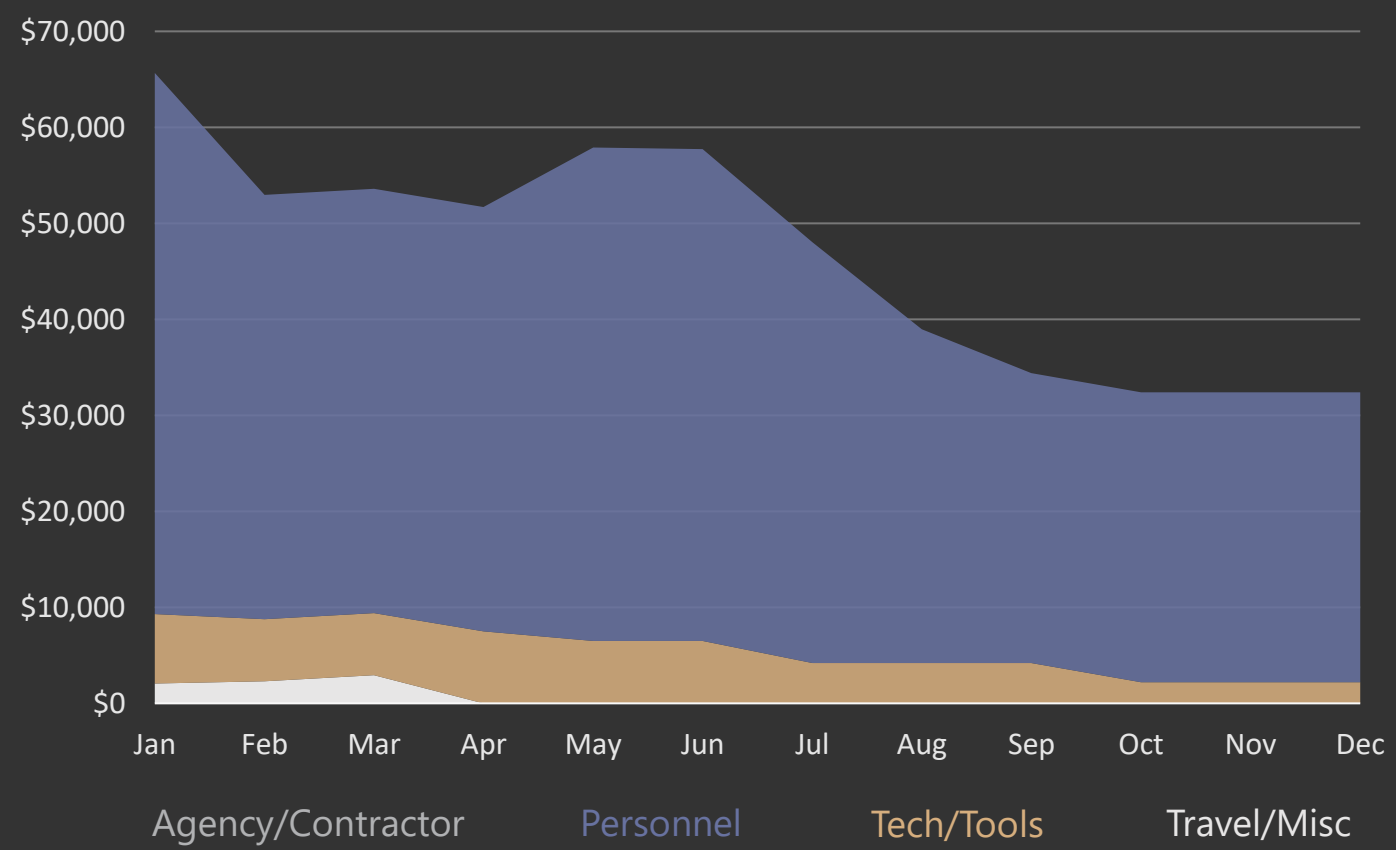
**\$33,268**  
Reduction in Monthly TA Expense



Jan. 2020  
Monthly Expense



Dec. 2020  
Monthly Expense



# PRODUCTIVITY PERFORMANCE

10

**“Thank you for everything you do. We wouldn't  
succeed without you.”**

— Marc R. (Director, Content Strategy)

3,653

*Applications  
Processed*

358

*Interviews  
Conducted*

148

*Offers Made*

79

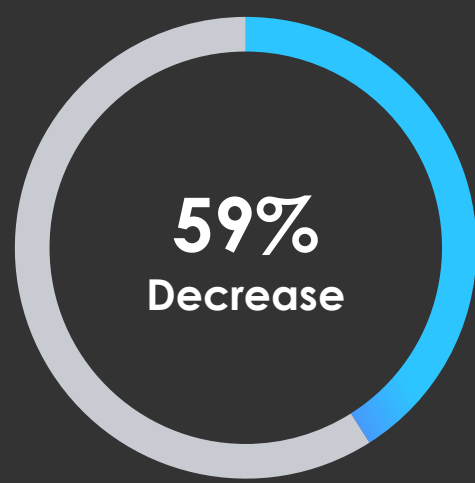
*New Hires*

# Cost Per Offer

The average cost (talent expense) per offer made.

Represents the efficiency of the talent acquisition function and the ROI on talent acquisition expense.

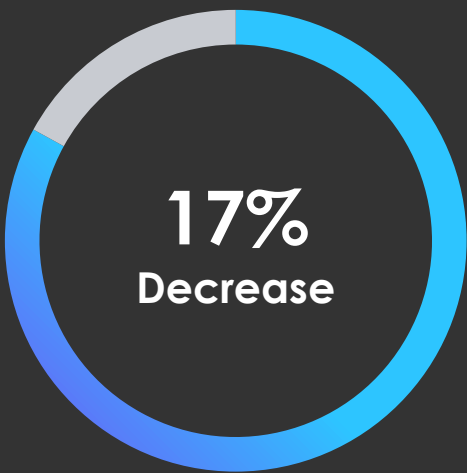
**\$5,329**  
Reduction in Avg. Cost per Offer



# Time to Offer

The total days from the time a candidate is identified to the time that they receive an offer  
Represents the speed and efficiency of the talent acquisition process.

**3.7 Days**  
Reduction in Time to Offer

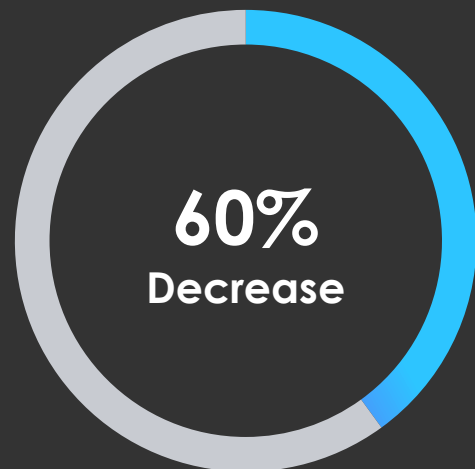


# Candidates to Offer Ratio

The ratio of the total number of candidates to the total number of offers made.  
Represents the quality of candidates introduced into the hiring process.

## 37 Candidates

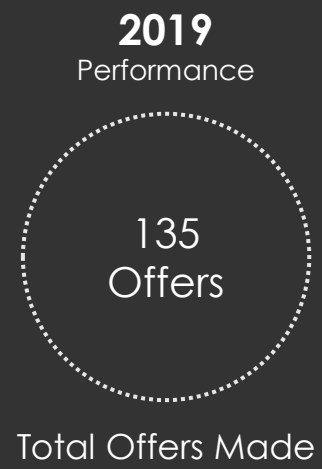
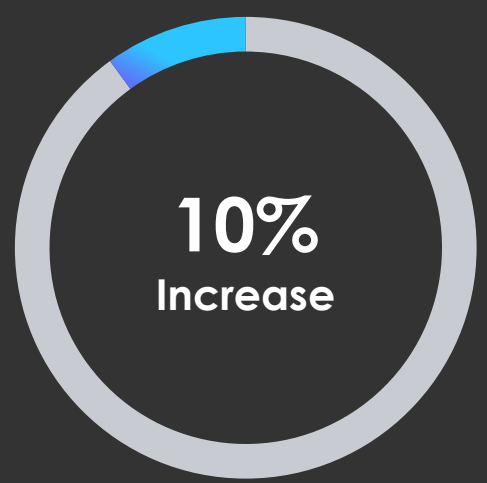
Decrease in Candidates to Offer Ratio



# Total Offers Made

The total number of offers made to candidates.  
Represents the raw productivity/output of the talent team.

**13 Offers**  
Increase in Total Offers Made



# Hiring Manager Overall Satisfaction

Hiring manager's overall satisfaction rating with TA services.  
Represents the quality of customer experience that TA provides.





# OKR PERFORMANCE

**“Top notch team and lucky to have them on board!”**

— Matt D. (Senior Account Manager)

# OKR Performance

TA's performance against the 2020 Objectives & Key Results (metrics based OKRS only).

STATUS	OBJECTIVE	KEY RESULT	OKR TARGET	2020 PERFORMANCE	2020 PERFORMANCE VS OKR TARGET	
					DIFFERENCE	% CHANGE
EXCEEDED	Deliver the right talent at the right time	25% increase in the Interview 2 to Offer Ratio	68%	75.90%	+7.90%	+11.61%
EXCEEDED	Deliver the right talent at the right time	25% increase in the Application to Offer Ratio	2.61%	4.05%	+1.44%	+55.23%
ACHIEVED	Deliver the right talent at the right time	Achieve an 80% (4 out of 5) average Hiring Manager Satisfaction Rating for Candidate Cohort Diversity	4.0	4.0	0.0	0.00%
EXCEEDED	Deliver the right talent at the right time	15% reduction in Cost Per Offer	\$4,876.00	\$3,771.17	-\$1,104.83	-22.66%
ACHIEVED	Provide the best experience our candidates have ever had	Achieve an overall average 80% (4 out of 5) candidate experience rating	4.0	4.7	+0.7	+16.88%
ACHIEVED	Provide exceptional and persistent support to our managers, team members and partners	Achieve an overall average 80% (4 out of 5) hiring manager experience rating	4.0	4.2	+0.2	+4.17%
ACHIEVED	Create and maintain efficient and effective operational processes	Achieve 85% compliance with SLAs (from the time that the SLA's are implemented)	85.00%	86.24%	+1.24%	+1.45%



QUESTIONS?



THANK  
YOU

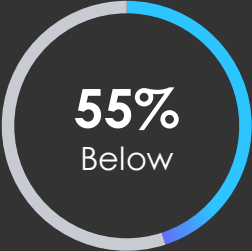


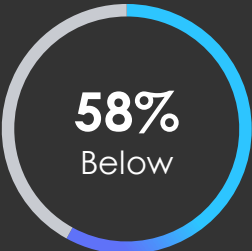


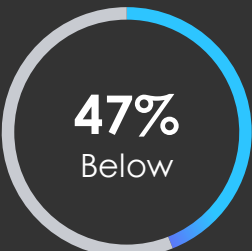


TALENT TEAM

## APPENDIX – PERFORMANCE VS INDUSTRY

# Performance vs Industry Benchmark

22

TA's performance metrics against industry benchmarks.

	Performance vs Benchmark	Industry Benchmark Information Technology	2020 Performance
Cost per Hire	<b>\$4681</b> Below Cost Per Hire Industry Benchmark  55% Below	 \$8,543 Per Hire	 \$3,771 Per Hire
Time to Fill	<b>25 Days</b> Below Time to Hire Industry Benchmark  58% Below	 43 Days to Fill	 17.96 Days to Fill
Apps. per Hire	<b>84 Apps</b> Below Apps. Per Hire Industry Benchmark  47% Below	 109 Apps Per Hire	 24.7 Apps Per Hire

[Link to TA Source Data](#)

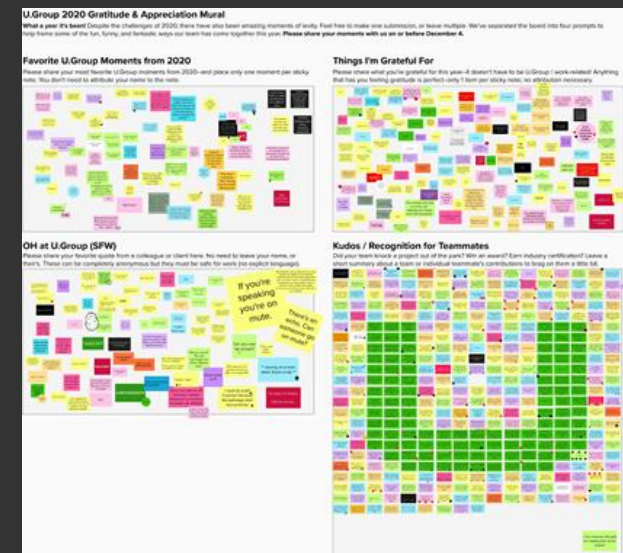
# APPENDIX - TESTIMONIALS

# 2020 Annual All-Hands - TA Recognition

Recognition for the TA team that was submitted by U.Group staff during our 2020 year-end All-Hands meeting.

Props to Chidozie and Matt and their awesome work on recruiting for DHS RDSO and MDAS	Matt Grimes joining the TA team in the middle of the chaos of USCIS and delivering right out of the gate. Always bringing positive and optimistic energy to the team.	Matt Dickson for all his hustle helping us staff out RDSO and MDAS
The entire TA team for the USCIS hiring blitz, working with craft managers and adapting their approach to fit the need	Congratulations and thanks to TA for building the foundation for a successful year at USCIS.	Chidozie Anyanwu for his warmth and determination
Chidozie, so grateful to work alongside you and for how much you love the grind!	Matt Grimes showing up and bringing his whole self to U.Group	Bill Rooney for his thought leadership, for asking challenging questions and creating a strong TA team

Sampling of TA recognition



Mural board used during the 2020 All-Hands



“

**Just wanted to reach out to let you know how grateful I am for Matt Grimes' hard work and constant support over the last few weeks. He's been incredible!.”**

**— Marc R. (Director, Content Strategy)**

“

**Matt is a DELIGHT to work with. He's been extremely responsive, speedy and thorough. 5 Stars.”**

**— Emily K. (VP, Civilian & Commercial)**



**He [Chidozie] is a machine - the Energizer Bunny."**

**— Dave R. (VP, Business Development)**

“

**[Grateful for] Matt Grimes for his generosity of spirit - he is a wonderful addition to our team!”**

**— Anonymous (2020 All-Hands)**



**Your customer service is KILLER. I've been amazed at your responsiveness and speed.”**

**— Marc R. (Director, Content Strategy)**



**Customer Focus (us as an internal client);  
Matt and Chidozie kick ass at this and I  
honestly don't know how they could even  
do more of it.”**

**— Dave R. (VP, Business Development)**



**[TA] Critical to success of both important USCIS contracts. Utilizing methodology ubiquitous in the commercial world, guided the talent acquisition requirements process to overcome the complex and convoluted world of government labor category requirements, navigating deftly where many previous contractors have failed.”**

**— John L. (Program Manager)**

“

**[Matt Grimes] Another machine - a rabid pit bull with a 'can do' personality and approach.”**

**— Dave R. (VP, Business Development)**





**Thank you for everything you do. We  
wouldn't succeed without you.”**

**— Marc R. (Director, Content Strategy)**