

# Vyvy Truong

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she/her

## AT A GLANCE

BHRM York University Graduate with 7 years of E2E recruitment specializing in the technical space in Canada, US, LATAM, and EMEA. Influential partner to business leaders in software development, product management, design and research, and strategic partnerships to grow their teams with awesome talent using data insights and building relationships with internal and external diversity-focused groups. Advocator of awesome candidate experiences and bring awesome talent to Toronto through TalentTO & TalentTalks.

<b>TalentTO &amp; TalentTalks</b> , Co-Organizer & Podcast Host	<b>2020 - Present</b>
<b>AmazingHiring Online Sourcing Hackathon</b> , Placed 3rd out of 160 participants	<b>2019</b>
<b>Bachelor of Human Resources Management (BHRM)</b> , York University, Toronto	<b>2014</b>

## PROFESSIONAL EXPERIENCE

**Intuit**, Toronto ON **Aug 2020 - Present**  
**Senior Talent Acquisition Partner, Technical** *Contract Conversion June 2021*

Reporting to the Talent Acquisition Manager for Canada & LATAM, lead recruiting efforts primarily for PD, XD, Data & Insights, and Marketing teams for the Toronto, ON and Edmonton, AB sites. Additionally supported LATAM groups (Brazil & Mexico) and HQ (Mountain View, CA) on strategic partnerships at the director level.

- Address attrition and new headcount, averaging 19 reqs at a time with an average fill rate of 63 days primarily on Senior and Staff level developers
- Introduce a new pooled hiring process to address 22 engineering roles in Edmonton to reduce time-to-fill, improve candidate experience, and increase speed and engagement
- Utilize internal ERGs and partnering with external diversity-focused tech groups to expand candidate pipelines.
- Educate business leaders and stakeholders by sharing key market insights and influence the right talent decisions and overall program strategy using LinkedIn, iCIMS, Tableau, and QlikSense; adjusted interview process for LATAM to address high drop off rate at the final stage by conducting candidate empathy interviews
- Participate as a council member of the TA Culture Committee & Toronto Site Council to be the voice of local and global talent and support inclusivity and engagement
- Engage in active sourcing strategies that go beyond LinkedIn and ATS; utilizing GitHub, Stack Overflow, SeekOut, virtual conferences and MeetUps, and (almost) a hundred different Google Chrome extensions

**FreshBooks**, Toronto ON **Nov 2019 - Mar 2020**  
**Technical Talent Acquisition Partner (Contract)**

Reported to the Director, Talent Acquisition, managed recruitment for two main departments: data operations (analytics, engineering, sciences) and product/software development in Amsterdam, The Netherlands. Additionally supported product design & research, and mobile engineering teams.

- Scheduled intake meetings with hiring managers (leads, directors, senior directors) and related stakeholders; met on a weekly basis to discuss potential candidates, roadblocks, overall status
- Implemented department-wide recruitment strategies with senior stakeholders and HR Leaders to uphold branding through extensive interview training and coaching
- Maintained elite candidate experience by setting expectations and maintaining a consistent communication line
- Supported organization in its scaling phase with expectations of ~40 hires within the next two quarters; juggled an average of 8-10 reqs at a time

**CORE Centre of Resource Excellence, Toronto ON**

**Jan 2018 – Nov 2019**

**VMS Lead**

*Promoted June 2019*

Reported to the VMS Manager, responsibilities were split between recruitment for VMS-specific (vendor management systems) roles and ensuring supplier compliance with each client organization.

- Oversaw MSP/VMS process, supplier performance, and liaising with MSP contacts
- Maintained relationship with hiring managers; discuss technical and cultural requirements, pitching candidates to HMs; communicating any roadblocks and determining efficient solutions at the strategic level
- Attended weekly discussions with MSP Reps for each client organization and updating team of each roles' progress
- Successfully placed full-time permanent and contractors in the fintech, banking, start-up, and corporate space

**Technical Recruiter**

**Jan 2018 – June 2019**

Reported to the Head of Recruitment, focused on software development/ architecture, finance, project management, business analysis, etc. with a specialization in Agile & DevOps for FTE and contract opportunities.

- Assisted recruitment process implementation and ongoing improvements of the Kanban board
- Negotiated contract rates/base salary expectations with candidates, averaging 6 hires per month
- Brought in a new client agreement to work on various support roles and 360'd the role (sales + recruitment)

**NTT DATA Services, Toronto ON**

**June 2016 – Dec 2017**

**Technical Recruiter**

*Promoted Dec 2016*

Reported to the Director of Strategic Staffing, was responsible for sourcing and recruiting for external banking, financial, consultant-based clients.

- Conducted phone, Skype, and in-person pre-screens to evaluate candidate fit and technical competency
- Communicated in daily huddles with Canadian/U.S teams to collaborate with account managers to ensure all active requisitions were covered and assist on other opportunities across North America
- Flew out to NTT's NA HQ in Plano, TX with the VP Recruiting to train 12 sales & recruiting associates

**Recruiting Associate**

**June 2016 – Dec 2016**

Attended training in Philadelphia to learn and understand organizational processes and procedures. Initial goal for the overall program was to graduate as a Technical Recruiter after 1 year of training. Was the first Recruiting Associate to be promoted to a Technical Recruiter after 6 months

## PREVIOUS WORK EXPERIENCE

**Danby Products, Guelph ON**

**Oct 2015 – Feb 2016**

**Human Resources Assistant (Contract)**

**Intercept Group, Toronto ON**

**June 2014 – Jul 2015**

**Staffing Coordinator**

**New College Council - York University, Toronto ON**

**May 2013 – Apr 2014**

**Orientation Chair (Contract)**

## VOLUNTEER EXPERIENCE & EXTRACURRICULARS

**TalentTO & TalentTalks, Organizer & Podcast Host**

**2020 - Present**

**T.A.S.T.E. York University, Alumni Mentor**

**2018 - Present**

**First Generation Networking at York University, Alumni Mentor**

**2019**

**AmazingHiring Online Sourcing Hackathon, Placed 3rd out of 160 participants**

**2019**

**Toronto International Film Festival (TIFF), Volunteer**

**2018 – 2019**

**World Sourcing Madness, Team Contestant (eliminated in the 3rd round)**

**2019**