

# Derek Smith

CSM,PHR



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## OVERVIEW

I launched and managed 17 corporate properties during seven years as a hotelier. After an additional six successful years as a business strategist, I focused my problem-solving skills on high-volume and industry-specific staffing services during the past fourteen years. A strong work ethic and ability to communicate have recently helped me develop programs to solve the needs of customers and employees alike.

I want to find a company that shares the same goal of creating and applying technology-based solutions to long-standing business challenges.

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## SKILLS

HR/Recruiting / Payroll  
RPO, BPO, Managed Services  
Research & Strategy  
App-Based / Tech Solutions  
Sales / Marketing (SaaS, B2B)  
Implementation/ Project  
Management  
Business Intelligence

## CERTIFICATIONS

CSM-Certified Scrum Master  
PHR- Human Resources  
OSHA 10, 30, BBP  
OSHA Safety Trainer  
Sandler Selling System

## EDUCATION

Fresno City College  
Undergrad Business Law  
1992-1995

## EXPERIENCE

### Workforce Manager MSA, RPO

Contract Position · Jan 2022 - Present

- Complete and Negotiate MSAs, RPOs, and Vendor agreements
- Identify improvements with recruitment methodology
- Implement change, saving time and money with improved UX and AI-based solutions
- Provide high-touch recruiting and onboarding services
- Designed protocol for Multi-state medical staffing agreement

### Director Operations / Development

Poached Jobs · May 2020 - Nov 2021

- Responsible for the creation and product launch of a National App-Based On-demand workforce.
- Commercialized and launched scaled operations hosting 1K shifts in the first 90days
- Product Owner and liaison to technology for product integrations
- Onboarding of 50K users during the soft launch
- Created (CX) design, validation, testing, and feedback programs

### Director Recruiting / Operations

BlueCrew · April 2018 - January 2020

- Director- Recruiting and Operations, Bluecrew, April 2018 – Jan 2020
- Launched and Managed National Field Operations for BlueCrew
- Director of field-based strategic action plans (Western US)
- Established & Maintained partner relationships with top Local and National clients
- Determined staffing and service needs & provided ongoing strategic direction

### Director MSP, BPO, RPO

Intellisource · October 2012 - March 2018

- Account owner of National MSPs, RPOs for Tesla, Zulily, Jet, Panasonic, FedEx
- Team building, Sales, Recruiting, and Account Management growth plans
- HR, operations, including strategic workforce planning, goal cascading, performance management, Staffing, and benefits administration
- Managed and led a multi-disciplinary team in the development, contract phases, and Management five-year \$80M project

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## Extended Details

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### Project Director (RPO & MSP)

Integrity Staffing · Jan 2008 - Jan 2012

- Full lifecycle management of 2300 annual workers for Amazon.com
- Built RPO to attract 15K and process 8K annual applicants
- Developed a Safety program reducing OSHA recordable rate by 92%

### Managing Director

Renew Corp · Apr 2002 - Aug 2008

- Anticipated and identified market trends
- Identified underproducing businesses with unique challenges or bottlenecks
- Actively sold and deployed strategies/solutions to overcome these hurdles
- Developed successful lead generation strategies
- Created and sold service packages that enabled customers to use Renew Corp as the provider for the newest software technology

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## Summary of Career

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- Proven success with RPOs / BPOs / MSPs in a variety of roles and industries
  - Developed and implemented a Talent Management strategy for 75+ corporations averaging 4K annual placements
  - Established the Recruitment Process (RPO) and Managed Service Process (MSP) with 3 Fortune 200 companies
  - Created and implemented several scalable workforce planning methodologies
  - Launched 2 APP-based tech firms designed to provide RPO automation & Managed Staffing solutions
  - Designed optimal recruiter workflows and KPIs to engage and retain qualified seekers throughout the applicant funnel
  - Responsible for an additional \$32M- AGR in new client growth and service expansion
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