

Derek Smith

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BPO, RPO, Recruiting Director, Manager

Experienced workforce transformation architect specializing in sales, hospitality, distribution, manufacturing, and SaaS. Successfully launched 'BlueCrew' and 'Poached Shifts'. Increased efficiency by 25% and reduced attrition by 30% within 2 quarters. Expertise in AI, app/SaaS development, UX/UI design, and consulting on recruiting and retention.

WORK EXPERIENCE

Perfect Profile Plus • United States • Remote • 12/2021 - Present

Company Owner

- Led the modernization of talent acquisition strategies, optimizing recruitment and engagement. Expertise in AI, app and SaaS development, UX/UI, product management, and consulting on recruiting and retention programs.
- Focused on optimizing recruitment and engagement processes
- Specialized in developing, maintaining, and enhancing customized hiring systems. Skilled in selling and marketing innovative solutions for a variety of verticals and industries.

UCI • Irvine, California, United States • 05/2022 - 06/2023

National Sales Recruiting Manager

- Implemented innovative recruitment strategies that led to a 300% increase in hiring for the national sales team and in-house positions within two quarters.
- Hiring Excellence: Managed full lifecycle for diverse sales roles, ensuring top talent acquisition.

Poached Jobs • Portland, Oregon, United States • 05/2020 - 11/2021

Director of Product Development (App-Based Recruitment)

- Successfully executed the prototyping and launch of the first app-based RPO solution, resulting in a 95% increase in operational efficiency and cost savings for clients within 180 days.
- During the soft launch, we successfully onboarded over 50,000 users and provided our customers a wide range of qualified talented applicants.
- Created (CX) design, validation, testing, and feedback programs to meet client/customer needs.

Bluecrew • 04/2018 - 12/2019

Director- Recruiting and Operations

- As the first company Director, I helped build the BlueCrew Recruiting and Operations Protocols. Directly overseeing Biz Dev, Recruiting, and Client Relations for the Western United States.

- Built and managed national sales/recruiting/management teams. Developed KPIs, customer service standards, and progression planning/growth plans for all verticals.

IntelliSource • 10/2012 – 03/2018

Regional Director (Recruiting, Sales & Operations)

- Responsible for managing all BPO, RPO, and Managed service agreements with FedEx and Zulily. Personally signed and managed RPOs and MSPs for Jet.com, Panasonic, Tesla, and several smaller partners. Increasing existing annual revenues to exceed \$37.5M GAR
- HR, recruiting, operations, including strategic workforce planning, goal cascading, performance management, Staffing, and benefits administration

Integrity Staffing Solutions • 09/2008 – 03/2012

Project Director (RPO & MSP)

- Full lifecycle recruitment and workforce management of 2300 annual workers. Managed Staffing Services RPO that attracted 15,000 applicants annually and processed 8,000.
- Developed and implemented a national workplace safety reporting and management program, resulting in a 92% reduction in Workers Comp/OSHA recordable rate over two years.

Renew Corp • 10/2002 – 08/2008

Managing Director

- Actively marketed and implemented strategies and solutions to overcome the unique challenges and bottlenecks faced by underperforming small businesses.

Marriott Hotels • 03/1995 – 09/2002

General Manager

- Spearheading multi-brand hotel operations (Marriott, Embassy Suites, Crowne Plaza, Best Western, IHG Hotels & Resorts, ESA). Expert in staff development, sales strategy, and exceptional property management

EDUCATION

General Ed in Business, Management, Marketing, and Related Support Services

Fresno City College • 01/1991 – 12/1993

CERTIFICATIONS

Working with Prehire Assessments • 04/2020 – Present

LinkedIn

Certified Scrum Master (CSM) • 01/2020 – 07/2025

Scrum Alliance

AWARDS & SCHOLARSHIPS

Marriott General Manager Certification • 04/2000

Marriott International

HGI International General Manager Certification • 09/1997

InterContinental Hotels Group

PROJECTS

Word of Mouth Jobs • 06/2022 – Present

Creator/Managing Director: Word of Mouth Jobs

Passionate about bridging the gap between career aspirants and the professional world, I founded Word of Mouth Jobs to foster genuine, informed conversations that illuminate career paths and industry realities. By creating a platform for sharing insights and experiences from various career stages and industries, I aim to empower individuals with the knowledge and tools they need to make fulfilling professional choices. My commitment is to continuously evolve and find new, honest ways to engage and support job seekers and employers.

SKILLS

Account Management, Agile Methodologies, Analytics, Applicant Tracking Systems, Bookkeeping, Business Alignment, Business Development, Business Process Improvement, Call Center Development, Change Management, Coaching, Communication, Coordination, Creativity and Innovation, Customer Satisfaction, Customer Service, Employee Engagement, Employee Relations, Entrepreneurship, General Manager, Global Talent Acquisition, Hiring, Hiring Practices, Human Resources, IT Recruitment, Leadership, Mac OS X, Management, Marketing, Marketing Research, Market Research, Microsoft Excel, Microsoft PowerPoint, Mobile Application Development, National Account Management, National sales, New Business Development, Operations Management, Performance Management, Pre-employment Testing, Problem Solving, Process Improvement, Product Owner, Project Implementation, Project Management, Recruiting, Recruitment Advertising, Sales, Sales Management, Sales Operations, Sales Presentations, Sales Recruitment, Scrum Master, Search Engine Optimization (SEO), Sourcing, Staffing Services, Strategic Planning, Strategy, Supportive Services, Talent Acquisition, Talent Management, Talent Planning, Team Building, Team Leadership, Technical Recruiting, Third-Party Logistics (3PL), Training, Training Course Development, Web Applications