

# R. Orlando Rodriguez

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## SUMMARY

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Dynamic and results-driven Director of Internal Operations and Human Resources with over 10 years of experience in leading HR initiatives and optimizing operational efficiency. Proven track record in implementing advanced technologies such as ADP WorkforceNow, Deel, and JazzHR to streamline HR functions and enhance company-wide productivity. Successfully managed large-scale operational projects, from international contractor hiring to advanced performance review platforms, reducing costs and increasing employee satisfaction. Adept at fostering a positive workplace culture while driving innovation through tools like AI platforms, video interview systems, and cybersecurity solutions. Skilled in leveraging AI tools, including OpenAI, Midjourney, and Synthesia, to drive organizational growth and efficiency. Looking to apply my expertise to propel executive operations and organizational development at a high-impact company.

## SKILLS

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### Top Skills:

- Compensation Program Development
- Benefits Program Development
- Operations Management
- Communication
- Talent Management
- Change Management
- AI Tools & Implementation (OpenAI, Midjourney, Elevenlabs, Claude, Chatsonic, Descript, Microsoft Copilot, Google Gemini, Fireflies, Perplexity, Adobe Firefly, Synthesia)

### Languages:

- English (Native / Bilingual)
- Spanish (Native / Bilingual)

### Other Skills:

- Data Analysis
- HRIS Proficiency (ADP WorkforceNow, JazzHR, Workstory)
- Compensation Benchmarking
- Employment Law Knowledge
- Global Talent Acquisition (via Deel, LinkedIn, JazzHR, Hireflix)
- Cybersecurity (Bitdefender implementation)
- Applicant Tracking Systems (ATS)

## WORK EXPERIENCE

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### Digital Resource

Director of Internal Operations and Human Resources

West Palm Beach, Florida, United States

May 2022 – October 2024

Collaborated closely with other Directors to achieve company goals, identifying organizational blind spots and recommending actionable strategies. Maintained a pulse on emerging trends, aiding strategic alignment and decision-making.

- Reviewed departmental data to provide insights to the CEO, facilitating data-driven decisions regarding operations and strategy.
- Implemented and managed tools and technologies across the organization, enhancing operational efficiency and resource integration.
- Developed and maintained a comprehensive training database and managed internal company announcements, optimizing information dissemination.
- Ensured policy and procedure alignment with company goals among Directors and the Management team, promoting unified strategic objectives.
- Supported Managers with resources, coaching, and technology updates, fostering effective leadership and operational proficiency.
- Represented company perspectives in strategic discussions and decision-making processes, focusing on organizational betterment.

#### **KEY ACHIEVEMENTS:**

- Led the complete transition and implementation of ADP WorkforceNow**, managing the entire process to streamline HR functions and ensure a seamless shift in payroll and benefits administration.
- Spearheaded the implementation of company-wide healthcare benefits**, improving employee satisfaction and retention rates.
- Initiated and implemented the practice of hiring international remote contractors via Deel**, expanding the company's global talent pool while reducing costs by 30%.
- Implemented Zoom as the company's primary video conferencing tool and phone system**, improving communication efficiency and reducing telephony costs.
- Deployed JazzHR as the Applicant Tracking System (ATS)**, enhancing recruitment efficiency and reducing time-to-fill positions by 40%.
- Introduced Hireflix, a video interview platform**, streamlining the interview process and reducing time spent on initial candidate screenings by 50%.
- Implemented Workstory, a 360-degree performance review platform**, conducting pulse surveys and performance evaluations via Slack, improving feedback transparency and performance tracking.
- Enhanced cybersecurity by deploying Bitdefender across all company devices**, safeguarding sensitive data and reducing security incidents.
- Negotiated cost-saving terms for Adobe Admin Console licenses**, achieving a 20% reduction in company-wide Adobe product licensing expenses.
- Managed and optimized Microsoft Office 365 licenses and email systems**, ensuring smooth operations and improved collaboration.
- Spearheaded the evaluation, negotiation, and contract management for all tools and services**, ensuring the company achieved the best terms while consistently reducing costs and improving operational efficiency.

#### **Digital Resource**

Human Resources Manager

West Palm Beach, Florida Area

Aug 2018 – Sep 2022

- Defined, updated, and managed job roles ensuring structure and clarity in responsibilities.
- Managed departmental goals, aligning them with organizational strategies to support company objectives.
- Defined and implemented onboarding and training programs, enhancing employee development and knowledge integration.
- Recruited and evaluated talent effectively, maintaining the quality and competence of the workforce.
- Managed performance review policies, promoting continuous feedback and growth within the team.
- Handled employee relations and maintained an updated Employee Handbook, following employment law regulations.
- Defined and implemented a strategic recruitment plan, optimizing talent acquisition processes.
- Implemented and managed ADP Workforce Now, improving administrative efficiency and HRIS proficiency within the company.

#### **Digital Resource**

West Palm Beach, Florida, United States

Manager of Internal Operations and Human Resources

Feb 2022 - May 2022

**Digital Resource**

Account Management/Human Resources

West Palm Beach, Florida Area

Jan 2018 - Dec 2019

- Continued all my Account Management duties and responsibilities while taking on HR Related responsibilities that included, but were not limited to:
- Recruiting, including developing Job Descriptions and defining recruiting strategy.
- Made employment offers.
- Created and sent out approved employee contracts.
- Managed employee onboarding.
- Researched role compensation.
- Updated Employee Handbook.

**Digital Resource**

Account Manager

West Palm Beach, Florida Area

Nov 2016 - Jan 2018

- Manage client accounts while creating strategies to achieve their digital marketing goals. This includes, but is not limited to:
- On and offsite SEO implementation
- Facebook marketing
- Google Adwords
- Website development
- Social media campaign creation and management

**NexGen Agency**

Social Media Strategist

Miami/Fort Lauderdale Area

Aug 2015 - Nov 2016

- Digital Media Content Creation
- Assist with content strategy and emerging social media initiatives
- Community Engagement
- Identify relevant visual trends across social media
- Monitor the social media activity of competitors and their audiences
- Analyze and optimize visual media for distribution
- Assist with social media marketing reports
- Collaborate with creative team to concept, draft and publish high-quality, original content that is relevant to individual SM channels and audiences

**Virgin America**

Guest Services Teammate IAD / GST Lead

Washington Dulles International Airport (IAD)

Apr 2012 - Aug 2015

- Proactively create an initial rapport with Guests and anticipate their needs
- Perform the full range of Guest service functions including:
- Ticketing
- Guest check-in and assistance
- Gate management / boarding announcements
- Baggage Services - lost luggage claim processing and tracking through World Tracer
- Operations functions
- Other Guest related tasks.
- Learn and operate a computerized reservations system.
- Responsible for driving the Jet-Bridge for Guest loading and unloading.
- Brief flight crews
- Distribute flight plans, flight release, fuel slips, and load messages
- Complete daily reports
- Other duties as assigned by manager.
- After 3 months working I got an opportunity to be a GST Lead, which includes additional responsibilities:
- Being Relief/Acting Supervisor when needed
- Make decisions regarding any issues that may arise (irregular operations) when leading the shift.

- Lead team mates at ticket counter and gates
- Cross-utilization between areas to provide support
- Assist station leadership as needed

### **Barrick Gold Corporation**

Recruitment Assistant - Contractors

Jun 2010 - Jul 2011

- Created, verified and updated employee headcount reports for over 28 contractors and their subcontractors.
- Managed contractor employee records for company.
- In charge of random audits of contractor employee records to ensure compliance with local regulations.
- Supervised and managed full audit of over 1,500 employee records.
- Provided support and acted as a liaison between the contractors and the Ministry of Labor.
- Set up an onsite recruitment office.
- Helped with recruiting, evaluation and onboarding of contractor hires.
- Documented employee grievances and resolutions.

### **Barrick Gold Corporation**

IR Representative

Jun 2010 - Jul 2011

- Provide support in maintaining a harmonious work environment for employees.
- Document any employee grievances and the actions taken to resolve the situation.
- Review contractor employee terminations and verify steps taken and make sure that all documentation was properly filed with the Ministry of Labor.
- Audit contractor employee files to assure that all employee documentation was complete, including but not limited to: contracts, medical exams, police certificates among others.

## **EDUCATION**

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### **Instituto Tecnológico de Santo Domingo**

Post-Graduate, Quality and Productivity Management

Jan 2006 - Jan 2007

### **Instituto Tecnológico de Santo Domingo**

Bachelor's, Business Administration, Marketing

Jan 2001 - Jan 2005

## **CERTIFICATION**

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**Build Your Team's Agility and Resilience:**

**Generative AI, Recruiting, and Talent Acquisition**

**Social Marketing Certification**

**Outsourcing Management**