

Nicolette (Dressler) Quispe

nicolette@altitude33.co – Pasadena, CA – SPHR, SHRM-SCP

Fractional CPO/CHRO

Talent Acquisition – Performance Management – Champion of Diversity – Culture Steward

Senior Human Resources Leader with 22+ years scaling organizations and improving business results through strategic people operations. Have held key HR roles with multiple high-growth international companies.

Career Highlights	Leadership Philosophy
<ul style="list-style-type: none">○ Rapid scaling experience with five technology organizations of various stage○ Experience hiring and managing talent on four continents○ Scaled LegalZoom from 150 to 1200 employees globally	<ul style="list-style-type: none">○ People First○ Empower your teammates○ Player-Coach○ Nurture a Learning Culture○ Play to each team member's strengths○ Value Communication

Areas of Expertise: Talent Acquisition – Employee Engagement – Leadership Development – Culture Development – Goal setting/OKRs – Diversity, Equity & Inclusion – Data-Driven Decisions – Strategic Business Partnership – HR Systems & Efficiency – Compliance & Employment Law – M&A

PROFESSIONAL EXPERIENCE

ONE CONCERN | Menlo Park, CA | 2021-2023

Series B climate/resilience data & analytics technology company

Chief People Officer

2021-2023

As the first Chief People Officer and a member of the executive leadership team, defined the HR strategy to support company goals while playing a hands-on role to implement scalable processes, systems and best practices.

- Created and implemented pivotal virtual-first strategy to best position the company to tap into the global talent pool and support a diverse, equitable and inclusive employee culture.
- In addition to defining the company talent strategy and compensation philosophy, partnered with the CEO to draft organizational design and successfully hire three C-team members in the first year.
- Dramatically improved employee engagement scores by focusing on DEI initiatives and creating a more equitable experience for all employees.
- Implemented structured performance management including quarterly check-ins, role-level expectations, career pathing, promotion criteria and talent reviews.
- As part of the virtual-first strategy, designed and coordinated leadership and all-company retreats to advance strategy, communication, development and team cohesion.
- In close collaboration with the executive and marketing teams, relaunched and integrated company values to better represent the culture, vision and mission.
- Mentored and led a core HR team, while also managing outsourced IT resources and real estate/facilities needs.

LEGALZOOM.COM | Glendale, CA | 2006-2020

Leading B2C & B2B legal solutions website

Interim Chief People Officer	2020
Vice President, People	2010-2020
Director, Talent Acquisition	2006-2010

Recruited as the first HR hire to rapidly scale the company, as well as create and implement Talent policies, systems and processes. Progressively promoted to head up the entire HR function for multiple locations and improve the end-to-end experience for 1000+ employees. Led a team of 20+ on all HR matters such as company-wide Engagement, Talent Management, Employee Relations, Benefits & Well-being, Compliance, Compensation, Learning & Development, Payroll, HR Systems and Analytics.

- Built out HR infrastructure and team to enable the company to scale 7x in three major locations – Los Angeles & Silicon Valley, CA and Austin, TX.
- Implemented talent management processes and best practices for recruitment, performance management and learning & development, focusing on outcomes and compliance
- Selected and implemented all enterprise-wide HR systems, including Recruiting, Onboarding, Performance Management, Intranet, Learning, OKRs and HRIS.
- In partnership with Marketing, found opportunities to create candidate marketplace awareness as an employer of choice in multiple markets – employer branding strategy and development of supporting media (job postings, LZ web site, and collateral).
- Designed and delivered development sessions to increase interviewing and selection acumen of hiring managers, as well as increase awareness of unconscious bias and legal pitfalls in the hiring process.
- Launched goal-setting program (OKRs), including software implementation and training sessions.
- Implemented the company's first Employee Engagement survey and subsequent action plans for addressing improvement areas, resulting in increased scores YoY.
- Coached business leaders on leadership behaviors and norms, employee communication, development and performance management to promote engagement and a culture of continuous growth, feedback and development.
- Developed and deployed Leadership Development programs using various assessment tools (TAIS and Strengths Deployment Index) and corresponding Leadership workshops.
- In partnership with Executive Leadership, coordinated logistics and content for multiple 250+ person internal strategy execution and development summits. Presented annual People Operations strategic plan and participated in Executive panel sessions.
- Designed compensation philosophy, salary structure and job leveling, providing market rate bands that would allow us to attract and retain key talent.
- Managed Annual Bonus and Merit Increase process and review with Executive Leadership.
- Partnered with in-house and outside legal counsel to manage risk for all areas of people operations. Instituted ergonomics program to reduce WC liability which resulted in a lower ex-MOD score and significant savings.
- Conducted (in conjunction with outside counsel) top-to-bottom audit of all HR policies, procedures and files to ready company for potential IPO.

YAHOO! INC. | Burbank, CA*Originally employed by **Overture Services** -- purchased by Yahoo! in 2003 for \$1.63B***Sr. Recruiter**

2003-2006

Responsible for full life-cycle recruitment for variety of areas including Sales, Finance, International, Marketing, and Account Management.

- Became dedicated Sales Recruiting partner for 100+ member salesforce, attending tradeshow and recruiting for several regional offices.
- Managed University Relations efforts and Summer Internship program for entire Yahoo! Search Marketing campus (class size varied from 15 to 48 students).

PEOPLESUPPORT, INC. | Los Angeles, CA*Outsourced customer care provider (phone, email, chat) for major e-commerce companies***Sr. Human Resources Associate**

1999-2002

Recruiter**Recruiting Administrator**

Partnered with senior leadership to support aggressive hiring plans in a high-growth, pre-IPO environment during the internet "boom".

- Sourced, screened and interviewed employees for three major build-outs: Westwood, CA, St. Louis, MO, and Manila, Philippines. One hiring sprint included a ramp-up from 100 employees to 450 employees in six months' time.
- Selected by SVP, Human Resources, as the sole Recruiting delegate to participate in a newly-formed consulting practice. Key member of consulting team for major international hotel chain.

EDUCATION**University of California at Berkeley**

Bachelor of Arts (B.A.), Anthropology | 1997

Graduated with honors

CERTIFICATIONS, ETC.**Senior Professional in Human Resources (SPHR) Certification**

Certified since June 2011

SHRM Senior Certified Professional (SHRM-SCP)

Certified since June 2015

Board Member – USC Executive Education Advisory Board (not currently active)
 Citizen of U.S., Norway and Switzerland – also fluent in Norwegian, German and French