

Wendy Starkand

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"Empowering Talent, Elevating Potential: Creating The Path to Success"

«« Electrical • HVAC • Nursing • Allied Health • Nutrition • Revenue Cycle • Auto/Home Warranty • Customer Service • Call Center • Administrative • Human Resources • Executive Leadership • Nonprofit • Restaurant • Theatrical Performance • Brand Promotion • Events »»»

Energetic and versatile talent acquisition expert with 19+ years of experience hiring top performers across industries. Known for reducing time-to-fill, improving candidate engagement, and leading inclusive, data-driven hiring strategies. Combines recruitment expertise with a background in live events and theatrical performance—bringing creativity, connection, and confidence to every interaction. A true people champion who thrives in fast-paced, high-impact environments.

KEY SKILLS

- Recruitment Strategy & Sourcing
- ATS Optimization & Data Integrity
- Diversity, Equity & Inclusion
- Candidate Experience & Engagement
- Behavioral Interviewing
- Process Improvement
- Project & Event Coordination
- Cross-Functional Collaboration
- Compliance & Retention Strategies
- Live Performance & Public Speaking
- Brand Promotion & Representation
- Event Coordination & Logistics

PROFESSIONAL EXPERIENCE

SUBSTITUTE TEACHER

Kelly Services October 2023 – Present

BENEFITS CUSTOMER SERVICE ASSOCIATE- Contract

AdventHealth September 2024 – November 2024

- Assisted customers with benefits inquiries, ensuring accurate and efficient issue resolution.
- Screened and directed calls to appropriate specialists during open enrollment for 10,000+ employees.

CONTRACT TALENT CONSULTANT

Multiple Clients Across Industries May 2023 - Present

Orlando Fringe, Mathews' HR & Safety Consulting Services, Tri-City Electrical Contractors

- Revitalized employer branding by optimizing career pages, increasing candidate engagement by 20%.
- Partnered with hiring managers to craft job descriptions aligned with departmental needs.
- Introduced intake meetings with stakeholders, aligning hiring strategies with organizational objectives.
- Leveraged AI tools and recruitment platforms (PeopleGPT, LinkedIn Recruiter) to identify talent.

TALENT ACQUISITION SUPERVISOR AND HUMAN RESOURCES RECRUITER

American Auto Shield June 2022 - July 2023

Remote Claims Administration Call Center

- Executed high-volume recruitment efforts to fill pivotal roles in Finance, IT, Legal, and Data Strategy.
- Managed 800+ applications weekly, ensuring a seamless experience and consistently onboarding top talent.
- Enhanced ATS workflows, improving compliance and reporting accuracy while increasing productivity by 10%.
- Trained hiring managers in behavioral interviews, achieving 95% offer acceptance rate and reducing turnover.

HUMAN RESOURCES RECRUITER

Strada Services February 2022 - June 2022

HVAC and Electrical Contractor

- Orchestrated full-cycle recruitment across 12 regional offices for skilled HVAC technicians leveraging market data to enhance candidate diversity.
- Developed a robust pipeline of candidates, ensuring consistent availability of talent for technical roles.

RECRUITING SUPERVISOR

OneTouch Direct September 2020 - February 2022

Nationwide BPO Call Center

- Reduced time-to-hire by 8% through streamlined interview scheduling and feedback collection processes.
- Boosted candidate engagement 10% through enhanced employer branding, including targeted social media campaigns.
- Implemented leader intake meetings, enhancing collaboration and driving recruitment strategy alignment.
- Delivered timely feedback and ensured a positive candidate experience from prescreening to offer acceptance.

HIRING CONSULTANT - CONTRACT

Nutritious Lifestyles December 2019 - September 2020

Nationwide Nutrition Consulting Services

- Hired 20+ RDNs, NDTRs, & CDMs during COVID, with time-to-fill average of 28 days, leveraging direct sourcing.
- Managed sensitive candidate data, ensuring compliance with legal and organizational standards.

RECRUITING CONSULTANT

Tri-City Electrical Contractors Inc. January 2018 - November 2019

Electrical Contracting

- Created and executed strategic recruitment plans for skilled trades, managing 40+ requisitions monthly.
- Increased diversity sourcing efforts by 15% through partnerships with trade schools and community organizations.
- Streamlined ATS workflows (Oracle Taleo), improving candidate tracking and reporting efficiency.
- Filled 25 electrical construction roles, launching weekly hiring events and targeted internet advertising campaigns.

SENIOR RECRUITING SPECIALIST

AdventHealth March 2015 - November 2017

Network of Nonprofit Hospitals

- Handled 100+ requisitions, filling RN and allied health roles with a 38-day time-to-fill.
- Conducted job fairs and forged partnerships with educational institutions, boosting nursing talent acquisition.
- Developed interview workshops, improving manager effectiveness and reducing turnover by 5%.

MANAGER OF RECRUITMENT, TRAINING AND ENGAGEMENT

Pyramid Healthcare Solutions July 2010 - January 2015

Nationwide Revenue Cycle Outsourcing

- Established and managed recruiting and engagement programs from inception.
- Strengthened company culture through the design and execution of employee contests and events.
- Achieved a 30-day average time-to-fill for nationwide, multi-unit Revenue Cycle positions by creating streamlined processes.
- Conducted audits to ensure compliance with internal policies and legal requirements.

PRODUCTION MANAGEMENT/EVENTS

CONFERENCE GREETER

ATN Orlando Florida

- Greet conference guests.
- Provide directions as needed.

FRONT OF HOUSE MANAGER

Theater West End Sanford Florida

- Developed client-facing operational procedures, ensuring smooth guest experiences.
- Mentored staff on customer service best practices, improving team performance and satisfaction.

PRODUCTION MANAGER

Florida Theatrical Association Orlando, Florida

- Responsible for planning and execution of all aspects of production for performances and events.

COMPANY MANAGER

Salerno Theatre Tampa, Florida

- Liaison between performers and directors for all day-to-day operations of the theatre.

BRAND AMBASSADOR LEAD

Sunflower Staffing, Tampa, Florida

- Instore promotions for Dove and Hershey's.
- Sampling of tequilas for multiple nightlife events.
- Brand Ambassador quality reviews for over 15 Target and Walmart stores.

EVENT LIAISON

City Stage Festival Greensboro, North Carolina

- Coordinated logistics for volunteers, talent, and other personnel.

STREET TEAM LEAD

Fun Fourth Festival Greensboro, North Carolina

- Managed, motivated, and oversaw over 50 event volunteers.

THEATRICAL/EDUCATIONAL WORK

DIRECTOR

- Respect the Musical- Clandestine Arts, Orlando, Florida
- Hot Flashes the Musical – Clandestine Arts, Orlando, Florida
- OnStage Mt. Vernon Presbyterian School, Atlanta, Georgia
- Children's Theatre at The Barn Dinner Theatre, Greensboro, North Carolina

DRAMA INSTRUCTOR

The Maitland Academy of the Performing Arts, Orlando, Florida

CHILDREN'S THEATRE PERFORMER/CHILD SUPERVISOR

Orlando Repertory Theatre, Orlando, Florida

THEATRICAL PERFORMANCE *(Specific performance experience on request.)*

- Off-Broadway
- Children's Theatre
- Non-Musical
- Musical Theatre
- Cabaret

EDUCATION

BACHELOR OF ARTS

University of North Carolina at Greensboro Greensboro, North Carolina

SKILLS

Applicant Tracking Systems: iCIMS, ADP, Oracle Taleo, Bamboo ATS, Workable ATS, PC Recruiter ATS

Sourcing Platforms: LinkedIn Recruiter, Contact Out, Signal Hire, Indeed, Zip Recruiter, PeopleGPT, GitHub, HireEZ, Dice, Built in

Video Interviewing: Google Meet, Microsoft Teams, Zoom, Skype

Assessments and Compliance: HireVue, eSkill, Criteria Corp, SkillSurvey, Predictive Index, Sterling, VICTIG, E-verify

Productivity Software: Microsoft Word, Excel, PowerPoint, Outlook

Collaboration: Google Workspace, SharePoint, Slack, Calendly, Monday.com

Creative & Documentation: Adobe Acrobat, Canva, ChatGPT, Gemini, Grammarly, Wix, Mailchimp