

JOHN A. O'BRIEN

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SENIOR TALENT ACQUISITION LEADER | BUILDER | PLAYER-COACH

Head of Talent Acquisition (Director / VP equivalent)

North America Talent Acquisition Leadership | Multi-Country Scope | Hands-On Execution | TA Transformation

EXECUTIVE SUMMARY

Senior Talent Acquisition leader with experience leading and improving recruiting functions across complex, multi-country environments. Known for combining structured Talent Acquisition strategy with hands-on execution—operating as a player-coach to deliver hiring results while improving recruiting processes, workflows, and consistency.

Most recently led North American Talent Acquisition for a \$3B, 50,000-employee organization, directing a 20-person team across the U.S., Canada, Mexico, and Guatemala. Delivered measurable improvements in hiring speed, recruiter productivity, and agency cost reduction through workflow optimization, sourcing strategy, and stakeholder alignment.

Experienced in strengthening Talent Acquisition in environments requiring greater structure, consistency, and scalability—introducing standardized processes, improving hiring manager alignment, and supporting adoption across business and HR leadership.

Deep experience across ATS platforms including Oracle Recruiting Cloud, iCIMS, and Taleo, supporting optimization, implementation, and recruiting operations.

KEY STRENGTHS

- Leading Talent Acquisition across North America in complex, multi-country environments
- Player-coach leadership with direct involvement in recruiting execution and hiring delivery
- Aligning recruiting strategy to workforce planning and business priorities
- Improving recruiting workflows, processes, and stakeholder alignment
- Optimizing ATS platforms and recruiting operations for scale and efficiency

SELECTED IMPACT

- Led North American Talent Acquisition for a \$3B enterprise with 50,000 employees across four countries
- Directed and developed a 20-person Talent Acquisition team across recruiting, sourcing, onboarding, and operations
- Delivered 29% faster Time-to-Hire and 12% faster Time-to-Fill through workflow improvements and sourcing strategy
- Reduced agency dependency, eliminating \$60K+ per requisition in external search spend through internal pipeline development
- Introduced more consistent recruiting processes and structured hiring practices across teams
- Led ATS optimization efforts across Oracle Recruiting Cloud, iCIMS, and Taleo to improve reporting and scalability
- Stepped directly into critical and hard-to-fill roles to maintain hiring continuity and support business needs

CORE CAPABILITIES

- North America Talent Acquisition Leadership | Multi-Country Hiring
- Player-Coach Leadership | Recruiting Execution
- Recruiting Operations | Process Improvement
- Workforce Planning Alignment | Stakeholder Partnership
- Full-Cycle Recruiting | Executive & Professional Hiring
- Talent Pipeline Development | Direct Sourcing
- ATS Optimization (ORC, iCIMS, Taleo)
- Recruiting Metrics | Performance Improvement

PROFESSIONAL EXPERIENCE

Conduent Incorporated (NASDAQ: CNDT)

Global business process services company supporting commercial, healthcare, financial services, and public sector clients

Head of Talent Acquisition – North America | April 2023 – March 2025

- Led Talent Acquisition across North America, overseeing recruiting delivery across multiple business lines and countries while maintaining hands-on involvement in hiring execution
- Led and developed a 20-person Talent Acquisition team supporting hiring across the U.S., Canada, Mexico, and Guatemala
- Delivered 29% faster Time-to-Hire and 12% faster Time-to-Fill through workflow improvements, sourcing strategies, and recruiter productivity
- Reduced agency usage and external spend through stronger internal sourcing and pipeline development
- Led Oracle Recruiting Cloud optimization, improving reporting, system utilization, and recruiting workflows
- Partnered with HR and business leadership to align recruiting with workforce planning and hiring priorities
- Maintained direct involvement in executive and difficult-to-fill roles to ensure hiring delivery

Senior Manager, Talent Acquisition – North American Commercial Solutions | April 2022 – March 2023

- Led recruiting delivery across healthcare, telecommunications, and contact center operations
- Carried an active requisition load while leading team delivery across high-volume and specialized hiring
- Strengthened hiring manager engagement and improved offer acceptance
- Expanded sourcing strategies and talent intelligence tools to improve pipeline quality

Senior Manager, Talent Acquisition – Corporate Functions | January 2017 – March 2022

- Led enterprise recruiting across corporate and shared services functions
- Partnered with senior leaders on hiring strategy and talent planning
- Built and scaled a college recruiting program aligned to workforce needs
- Supported ATS implementations and recruiting operations across iCIMS, Taleo, and Oracle Recruiting Cloud

Recruiter – Corporate Talent Acquisition | October 2007 – December 2016

- Managed full-cycle recruiting across corporate and shared services roles
- Partnered with hiring leaders to define requirements and sourcing strategies
- Built pipelines through direct sourcing, referrals, and internal mobility
- Supported recruiting process improvements and ATS adoption

EARLIER CAREER

HR Manager / Recruiting Manager – Jacobsen Landscape Design & Construction

Recruiter / HR Generalist – Allied Beverage Group

Technical Recruiter – Berman Larson Kane

Contract Recruiter – Imperial Tobacco; OSG Billing Services

TECHNOLOGY

Oracle Recruiting Cloud | iCIMS | Taleo

Phenom | SeekOut | RoleMapper | DRAUP | SkillSurvey

Excel | PowerPoint | SharePoint | Microsoft Teams

EDUCATION

Bachelor of Science in Business Administration

Indiana University of Pennsylvania