

JOHN A. O'BRIEN

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SENIOR TALENT ACQUISITION LEADER | AI & AUTOMATION STRATEGIST | ENTERPRISE WORKFORCE PLANNING ADVISOR

PROFESSIONAL SUMMARY

Strategic Talent Acquisition Leader with extensive expertise in transforming recruitment functions into agile, insight-driven engines that power enterprise growth. Proven success in architecting scalable TA strategies aligned with evolving operating models across commercial, public sector, banking, lending, and healthcare industries. At Conduent—a \$3B global business services firm with ~50,000 employees—I led North American Talent Acquisition, delivering measurable results across high-volume, regulated, and complex environments. Skilled in embedding AI and automation to eliminate friction, increase recruiter capacity, and generate actionable insights—enabling inclusive, data-informed, and future-ready hiring decisions. Trusted advisor to C-level stakeholders with a process-oriented approach that translates complex business needs into talent strategies delivering measurable value, resilience, and operational agility. Also available for consulting engagements focused on AI-led recruitment transformation, TA technology implementation, and workforce planning strategy.

CAREER THEMES

- Driving enterprise-scale recruitment transformation using AI and automation
- Aligning talent strategies with business agility, DEI goals, and future workforce needs

CORE COMPETENCIES

Talent Acquisition & Strategy

- Talent Acquisition Strategy and Execution
- Workforce Planning and Market Intelligence
- Diversity, Equity, and Inclusion Strategy
- Recruitment Process Optimization and Design Thinking
- Candidate Experience and Employer Branding

Technology, Automation, and Analytics

- AI-Driven Recruitment and Workflow Automation
- Applicant Tracking System Implementation and Optimization (Oracle Recruiting Cloud, iCIMS, Taleo)
- Data and Analytics-Driven Hiring Decisions
- Recruiter Enablement and Personalized AI Learning
- Talent Marketing for Regulated Industries

Leadership and Operational Excellence

- Organizational Change Leadership and Alignment
- Stakeholder Engagement and Strategic Advisory
- Vendor Management and Cost Containment

TECHNOLOGY & TOOLS

- AI Tools: SeekOut, Phenom, RoleMapper, DRAUP, SkillsSurvey
- ATS / HR Tech: Oracle Recruiting Cloud (ORC), iCIMS, Taleo, ULTIPro, FEPS
- Background / Verification: Equifax, First Advantage
- Analytics / Collaboration: Excel, PowerPoint, SharePoint, Teams, Zoom
- Branding Platforms: LinkedIn Recruiter, Indeed, Handshake, Glassdoor, Social HP

PROFESSIONAL EXPERIENCE

Conduent Incorporated (NASDAQ: CNDT)

Global BPO and digital transformation firm (~50,000 employees) serving Fortune 100 and government clients across commercial, public sector, banking, and healthcare markets.

Head of Talent Acquisition – North America

Apr 2023 – Mar 2025

- Led North American Talent Acquisition for a \$3B global organization supporting 50,000 employees, overseeing strategy, execution, and delivery across complex business lines.
- Directed a 20-member TA team across the US, Canada, Mexico, and Guatemala.
- Reduced time-to-hire by ~29% and time-to-fill by ~12% by embedding AI, automation, and analytics into workflows.
- Spearheaded enterprise-wide Oracle Recruiting Cloud (ORC) implementation to standardize hiring.
- Eliminated \$60K per hire in agency fees by building internal public sector pipelines.
- Launched DEI-focused, data-driven talent marketing campaigns and partnered with workforce planning to enhance hiring agility.

Sr. Manager, Talent Acquisition – North American Commercial Solutions

Apr 2022 – Mar 2023

- Managed recruitment delivery across finance, telecom, retail, and healthcare sectors.
- Expanded adoption of AI sourcing tools and introduced standardized interview guides aligned with DEI principles.
- Developed recruiter learning paths to enable scalable skill development and platform adoption.

Sr. Manager / Recruiter – Conduent Corporate, North America

Apr 2007 – Apr 2022

- Led recruitment for shared services and executive roles; managed ATS transitions (iCIMS, Taleo).
- Introduced labor market intelligence tools (DRAUP, SkillSurvey) to support strategic hiring decisions.
- Improved DEI outcomes and technical hiring success through AI-powered sourcing solutions.

EARLIER CAREER: Recruiting & HR Leadership Roles

- Contract Recruiter – Imperial Tobacco / OSG Billing: Reduced agency fees by 50% through internal sourcing strategies.
- HR Generalist – Allied Beverage Group: Streamlined onboarding process, reducing time by 35%.
- HR Manager – Jacobsen Landscape Design: Scaled workforce from 50 to 110; managed compliant H-2B visa processing.
- Recruiter – Berman Larson Kane: Placed 60+ IT professionals annually, consistently exceeding delivery targets.
- Recruiter – Interim Personnel: Built \$1.5M client base; expanded candidate pipelines by 40%.
- Divisional Manager – ExCorp Inc.: Halved onboarding time-to-start from 14 to 7 days through process optimization.

EDUCATION

Bachelor of Science in Business Administration

Indiana University of Pennsylvania