

STEVEN M. HOPKINS, MBA, SHRM-SCP

Strategic People & Talent Leader

(512) 705-3543 | smh709@gmail.com | Fayetteville, AR 72703

PROFESSIONAL SUMMARY

People Operations and Talent leader with 10+ years of experience building and scaling core people systems in fast-growing, mission-driven organizations. Proven operator across full-cycle recruiting, onboarding, performance management, compliance, and manager enablement, with a strong bias toward simple, scalable solutions that work in the real world. Known for stepping into ambiguity, owning outcomes end-to-end, and partnering closely with leaders to improve hiring quality, ramp time, engagement, and retention. Data-informed, people-first, and comfortable leading from the front in environments where the systems are still being built.

EXPERIENCE HIGHLIGHTS

Leading Educators | Chicago, Ill

June 2025 – Present

Director of Talent Strategy & Workforce Planning

- Set the strategic direction for talent acquisition and workforce planning, aligning hiring priorities with business needs and leading the Recruitment & Talent Operations Manager in execution.
- Streamlined the contractor request and setup workflow, enabling faster onboarding and greater flexibility in staffing models across projects and departments.
- Designed and implemented scalable hiring timelines and processes to ensure project readiness and capacity alignment without sacrificing quality of hire.
- Created interviewer training programs that equip hiring managers to assess candidate capabilities based on core skills and success attributes rather than experience.
- Built and deployed no-code AI applications to support performance calibration, enhance hiring manager decision-making, and automate daily People Operations workflows.

OpenSymmetry | Austin, TX

Sep 2014 – Jan 2025

Global Talent Programs Manager

Sep 2024 – Jan 2025

- Architected and operationalized enterprise talent systems spanning performance management, capability frameworks, career pathing, and succession planning.
- Served as a strategic partner to senior leaders across Professional Services, Sales & Marketing, and Operations, driving initiatives in performance, development, and organizational effectiveness.
- Built and launched a pay-for-performance program grounded in competencies and market data, improving engagement and achieving a tenure rate 85% above industry average.
- Led the redesign and rollout of a continuous, behavior-based performance enablement system, supported by manager coaching, calibration, and feedback loops.
- Modernized talent assessment practices by redesigning talent reviews into behavior-based, business-relevant insights used for succession and development decisions.
- Led quarterly manager workshops focused on one-on-ones, feedback, goal setting, and high-potential talent identification to strengthen leadership capability.

Talent Management Specialist → Senior Talent Management Specialist

Sep 2015 - Aug 2024

- Promoted in 2020 to lead enterprise-wide talent management initiatives across Professional Services, Sales & Marketing, and Operations, advising senior leaders on workforce planning, performance, and leadership development.
- Built and scaled an integrated capability and performance framework linking expectations, development, promotion readiness, and compensation decisions.
- Designed and delivered manager enablement that increased adoption of talent systems and strengthened consistency in performance and development decisions.
- Introduced a competency-based behavioral interviewing model across APAC, standardizing hiring practices and improving quality of hire by 32%.
- Created and implemented a global internal recruiting program that reduced time-to-hire by 30% and saved \$250K annually through improved process efficiency.
- Drove workforce planning initiatives, including SPM Consultant bootcamps, expanding internal talent pipelines and reducing contractor headcount by 24%.

Technical Trainer

Mar 2015 - Sep 2015

- Built and delivered custom training content for our Anaplan & Varicent clients.

HR & Technical Training Internship

Sep 2014 – Mar 2015

- Assisted with audio and video editing, content creation, and shadowed live training delivery / facilitation.

ADDITIONAL EXPERIENCE

Associate Director of Bands | Lake Travis High School | Austin, TX

Jul 2010 – Jun 2014

Assistant Band Director | Artie Henry Middle School | Cedar Park, TX

Aug 2008 – Jun 2010

- Nationally recognized band programs, a foundation for the value of strategic organizational alignment.

CORE COMPETENCIES

Full Cycle Recruiting	Onboarding Design	Cross-Functional Partnership
People Operations & HR Compliance	Manager Enablement	Change Management
Performance Management	AI Enabled Work Practices	0 →1 People Function Building

TECHNICAL SKILLS

HRIS / ATS / LMS Optimization	Excel / Google Sheets	Workable (ATS)
MS Teams / Zoom	Power BI	Paylocity (HRIS)
Talent Platforms / Feedback Tools	Comp Analyst (salary.com)	ChatGPT, Claude, PlayLab (AI)

EDUCATION

MBA, Business Administration & Management | Concordia University Texas | 2016

Bachelor of Music, Music Education | Texas State University | 2008

CREDENTIALS & CERTIFICATIONS

Society for Human Resource Management Senior Certified Professional (SHRM-SCP) | May 2025

Talent Management Practitioner (TMP) | Talent Management Institute (TMI) | Mar 2025

Talent Management & Succession Planning Specialist | Association for Innovation in HR (AIHR) | Apr 2024

AI Fluency Framework & Foundations | Anthropic | Oct 2025