EXECUTIVE CAREER PORTFOLIO

Isela Conley

VICE PRESIDENT, TALENT & HR OPERATIONS

Building talent and HR operating systems that turn growth plans into measurable execution.



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I connect people strategy to business performance.

My work sits where growth, operating discipline, technology, and the employee experience meet.

15+ years

Scaling talent and HR capabilities across SaaS, HCM, cloud, and technology-enabled businesses.

Translate

Turn business priorities into workforce plans, hiring outcomes, and operating roadmaps.

Build

Create global teams, governance, technology, and repeatable ways of working.

Modernize

Use data, AI, automation, and change leadership to improve how work gets done.

Measure

Anchor transformation in speed, cost, quality, adoption, and business value.

The mandate spans the full workforce lifecycle.

An integrated model connects talent decisions with the systems, services, and controls that support employees after the offer.

PLAN	ATTRACT	ENABLE	REWARD	GOVERN
Workforce planning	Global TA strategy	Onboarding	Payroll	Compliance
Capacity and skills	Executive recruiting	HRIS / HCM	Benefits	Data integrity
Executive alignment	Employer brand	Employee experience	Compensation	Analytics and controls

The advantage is not owning more functions. It is connecting them so leaders get clearer decisions and employees get a more consistent experience.

Measurable outcomes across speed, cost, retention, and delivery.

Selected results across transformation, global recruiting, and executive talent programs.

35%

faster hiring

Strategy, process, technology, and operating-practice changes

30%

lower recruiting costs

AI-enabled tools and a scalable LATAM delivery model

25%

higher retention

Stronger hiring practices and talent strategy

98%

priority-role fulfillment

High-priority technical and GTM hiring at Rackspace

Global capability building across the U.S., LATAM, and India.

Built distributed teams and delivery models while preserving governance, service expectations, and accountability.

U.S.

Enterprise partnership

Executive and functional hiring
Workforce planning
HR service delivery

LATAM

Scalable delivery

Localized talent pipelines
Cost-efficient recruiting model
Cross-border team leadership

INDIA

In-house capability

GCC recruiting model
Operating governance
Quality and onboarding controls

Five-country operating experience with global talent strategy spanning North America, LATAM, and India.

A stronger operating model made global hiring faster and more accountable.

THE CHALLENGE

Distributed teams, inconsistent expectations, limited visibility, and rising pressure to scale without adding unnecessary cost.

THE RESPONSE

Defined recruiting values, governance, service expectations, dashboards, ownership, and regional delivery models across the U.S., LATAM, and India.

THE RESULT

Faster hiring, lower cost, stronger retention, clearer accountability, and better executive visibility into capacity and priorities.

35% faster hiring

30% lower cost

25% higher retention

Fix the data. Optimize the process. Automate what remains.

The transformation roadmap starts with control and clarity, then moves toward scale.

01

DATA INTEGRITY

Source-of-truth discipline
Field governance
Audit readiness

02

OPTIMIZATION

Clear ownership and SLAs
Self-service
Process redesign

03

AUTOMATION

Workflow enablement
Proactive controls
Less manual rework

Outcome: more reliable decisions, stronger controls, and capacity redirected from rework to higher-value partnership.

AI adoption works when governance and workflow change move together.

The goal is not to add tools. It is to redesign work responsibly and measure whether behavior actually changes.

ALIGN	CHRO and executive alignment on priorities and future operating model
GOVERN	Responsible-AI, candidate-security, data-protection, and phishing guidelines
REDESIGN	Repeatable recruiting workflows that convert expertise into team capability
MEASURE	Opportunity inventory, maturity reporting, adoption, and business value

Platforms evaluated or used include OpenAI, Claude, Greenhouse, Metaview, BrightHire, SeekOut, hireEZ, Power BI, and Workato.

Executive talent strategy for moments that cannot afford a miss.

Critical and confidential leadership hiring across Sales, Operations, Technology, Security, Product, Cloud, and R&D.

35%

increase in diverse leadership hiring

UKG

95%

hiring manager and candidate satisfaction

UKG

98%

fulfillment of high-priority technical and GTM roles

Rackspace

Approach: executive market mapping, targeted sourcing, trusted stakeholder partnership, clear search analytics, and a high-touch candidate experience.

Career progression reflects increasing scope, complexity, and enterprise impact.

2013–2016

MODIS

Senior Technical Recruiter

2016–2019

CONNECTIVE TALENT

Senior Recruiter Manager

2019–2020

HIGHRADIUS

Senior Recruiting Lead

2020–2022

RACKSPACE

Head of Executive Recruiting

2022–2023

UKG

Head of Executive Recruiting

2023–PRESENT

ISOLVED

Sr. Director, TA → VP, Talent & HR Ops

EDUCATION | University of Houston | Bachelor of Science, Interdisciplinary Studies & Business

The leadership system is built around clarity, courage, and accountability.

START WITH THE BUSINESS

Define the problem and the outcome before selecting a process or tool.

MAKE OWNERSHIP VISIBLE

Clarify decisions, service expectations, controls, and measures.

CHANGE THE WORK

Use technology and AI to improve the operating model, not decorate it.

BUILD CAPABILITY

Coach teams to think critically, influence leaders, and own outcomes.

THOUGHT LEADERSHIP

SHRM Talent 2026 featured speaker | WRKdefined podcast guest

Topics: talent transformation, AI adoption, recruiting strategy, and the future of work

THE NEXT MANDATE

Build the talent and HR operating system the business needs next.

GLOBAL SCALE

Distributed teams and operating models across the U.S., LATAM, and India

TRANSFORMATION

HR technology, AI, analytics, process redesign, governance, and adoption

EXECUTIVE PARTNERSHIP

Workforce strategy translated into measurable business outcomes

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