ISELA CONLEY

VICE PRESIDENT, TALENT & HR OPERATIONS

Global Talent Strategy | HR Operations | Workforce Planning | HR Technology & AI | Transformation

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EXECUTIVE PROFILE

Talent and HR Operations executive with 15+ years of experience scaling global hiring, modernizing people operations, and translating growth plans into workforce outcomes across high-growth SaaS, HCM, and cloud technology companies. Leads integrated talent acquisition and HR operations spanning workforce planning, payroll, benefits, HRIS/HCM, compensation, onboarding, compliance, analytics, and employee experience. Trusted partner to CHROs, executive teams, and business leaders, with a record of building distributed teams and operating models across the U.S., LATAM, and India while improving speed, cost, retention, and decision quality through data, AI, and disciplined execution.

LEADERSHIP SCOPE

Global Talent Acquisition Strategy • HR Operations & Service Delivery • Workforce Planning • HRIS/HCM Optimization • Payroll & Benefits • Compensation & Total Rewards • Global Operating Models • U.S., LATAM & India Hiring • Offshore Capability Buildout • Executive Recruiting • Skills-Based Hiring • AI & Automation • People Analytics • Change Management • Team Leadership

SELECTED BUSINESS IMPACT

35%	30%	25%	25%
Faster hiring	**Lower recruiting costs**	**Higher retention**	**More diverse leadership**

PROFESSIONAL EXPERIENCE

ISOLVED — 2026–Present

Vice President, Talent & HR Operations

Senior Director, Talent Acquisition | 2023–2026

Private equity-backed HCM SaaS company with approximately 3,000 employees and a global workforce.

- Lead global Talent Acquisition and HR Operations across North America, LATAM, and India, connecting workforce strategy, recruiting, payroll, benefits, HRIS/HCM, compensation, onboarding, compliance, analytics, and employee experience to business priorities.
- Built data-driven recruiting dashboards and workforce planning capabilities that give leaders real-time visibility into hiring performance, capacity, talent pipelines, and business priorities; established the ATS and HCM as accountable sources of truth.
- Established recruiting values and operating expectations that increased consistency, accountability, and adoption across a distributed talent organization spanning five countries.
- Built and evolved global recruiting capabilities, including an in-house India model and scalable LATAM delivery strategy, while establishing governance, service expectations, and clear ownership across distributed teams.
- Reduced time-to-hire by 35% through recruiting strategy, process, technology adoption, and operating-model changes; lowered recruiting costs by 30% through AI-enabled tools and a scalable LATAM model and improved retention by 25% through stronger hiring practices.
- Lead HR operations transformation through a roadmap focused on data integrity, process optimization, automation, self-service, controls, and measurable service delivery across payroll, benefits, HR systems, and onboarding.
- Build the HR AI transformation roadmap as HR's AI champion, aligning the CHRO and executive team on the future operating model, functional priorities, governance, opportunity inventory, and maturity reporting.
- Established responsible-AI and candidate-security guidelines covering data protection and phishing risk; built scalable recruiting workflows that turn individual expertise into repeatable team capabilities and improve how recruiters work.
- Influenced stakeholders to challenge an established internal ATS strategy by defining future-state capabilities, benchmarking the market, and evaluating Greenhouse, Metaview, BrightHire, and modern sourcing and AI platforms against business requirements and ROI.
- Influence executive and cross-functional stakeholders without direct authority by grounding decisions in the business problem, data, capability gaps, and business cases; lead change management through measurable adoption of new processes, technology, and business-partner behaviors.
- Build and mentor distributed talent and HR teams by clarifying ownership, strengthening business partnership, and creating accountability around outcomes rather than activity.

UKG — 2022–2023

Head of Executive Recruiting

$4B global cloud HCM technology provider with approximately 15,000 employees.

- Led critical and confidential executive searches across Sales, Operations, Technology, Security, Product, Cloud, and R&D, partnering directly with senior executives and HR leaders on talent strategy and succession needs.
- Increased diverse leadership hiring by 35% through executive market mapping, targeted sourcing, and stronger stakeholder partnership; achieved 95% hiring manager and candidate satisfaction.
- Developed executive recruiting analytics that improved visibility into pipeline health, search progress, risk, and leadership decision-making.

RACKSPACE TECHNOLOGY — 2020–2022

Head of Executive Recruiting

$2B global cloud solutions company with approximately 7,000 employees.

- Led global executive recruiting and talent strategy during business transformation, translating evolving cloud, technology, and GTM priorities into critical leadership and workforce plans.
- Achieved 98% fulfillment of high-priority technical and GTM roles while reducing time-to-fill by 30%; led talent strategy supporting the AT&T/Rackspace cloud migration initiative.
- Led and developed executive and G&A recruiting teams while advising leaders across technical and corporate functions.

HIGHRADIUS 2019–2020

Senior Recruiting Lead

Global AI-enabled SaaS company serving enterprise and Fortune 1000 customers.

- Led global recruiting across professional, technical, campus, and executive hiring; managed a team of three and expanded market mapping, talent pooling, and relationship-based sourcing.
- Developed the Talent Experience Content Playbook, driving a 49% improvement in employer-brand performance and candidate quality; built and executed 12 campus recruiting programs.

CONNECTIVE TALENT 2016–2019

Senior Recruiter Manager

National technology staffing firm serving SaaS, cloud, energy, utilities, e-commerce, and consulting clients.

- Led technical recruiting strategy, recruiter development, and client workforce planning across 12+ accounts; built localized pipelines for clients entering new markets.

MODIS, AN ADECCO GROUP COMPANY 2013–2016

Senior Technical Recruiter

$2.4B global technology consulting and staffing organization.

- Partnered with HR teams and hiring managers on workforce needs, full-cycle technical recruiting, sourcing strategy, and manager coaching; led campus recruiting and recruiter development initiatives.

TECHNOLOGY

HCM & Talent Platforms: UKG Pro/UltiPro, Workday, SAP SuccessFactors, Greenhouse, Lever, iCIMS, Jobvite
AI, Sourcing & Intelligence: OpenAI, Claude, LinkedIn Recruiter, LinkedIn Talent Insights, SeekOut, hireEZ, GitHub, BrightHire, Metaview
Analytics & Automation: Power BI, Microsoft Azure, Workato, Salesforce, Microsoft 365, Slack

EDUCATION

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