

Karla Santos

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San Francisco, CA

[LinkedIn](#)

WORK EXPERIENCE

Knewton - Technical Recruiter

March 2019 - current

San Francisco, CA

- Led forecasting for contractor recruitment by coordinating with 18 executives across departments
- Investigated gaps in interview funnel, and rewrote job ad content to better reflect talent trends, improving time-to-hire by 43%
- Compiled feedback after interviews, and discussed compensation packages for prospective hires
- Collected job requirements and posted job descriptions on company site and social media as well as job boards like Indeed and Glassdoor, leading to 7 full-time hires

Knewton - Recruiter

January 2018 - March 2019

San Francisco, CA

- Worked with department heads to understand their talent needs, and reduced the time-to-hire to fill those needs by 37%
- Researched and adapted a new benefits plan that helped to improve employee satisfaction by 9%
- Assisted 3 managers in the use of objectives and performance reviews as coaching tools for individual development
- Fostered a data-driven culture and coordinated 3 phases of recruitment, including screening and scheduling

RestLife - Recruiting Assistant

April 2016 - January 2018

San Francisco, CA

- Created and posted job ads, scheduled interviews, and managed pre-employment drug screenings and background checks
- Assisted with benefits administration including COBRA, reporting, leave administration, and workers compensation
- Assisted 4 managers in determining training needs, and collaborated to find solutions for those needs
- Entered new hire information, terminations, and processed employee changes and updates into HRIS

EDUCATION

San Francisco State University - Bachelor of Arts, Human Resources Management

September 2012 - April 2016

San Francisco, CA

SKILLS

Recruiting (Sourcing & Interviewing); HRIS (Workday); Benefits Planning & Administration; LOA, FMLA, PLOA, Disability; Employee Coaching; Employee Onboarding