

Andrea Janov

Pittsburgh, PA ▪ [LinkedIn](#)

SUMMARY

People and culture operations professional with extensive experience working with start-ups, who establishes culture, relationships, operations infrastructure, and key processes. I rely on connection, empathy, creative strategies, and problem solving, to supporting the teams needed to make it happen. I transform the chaos into process and employees into teammates.

EXPERIENCE

Forestry, Head of People Operations

2021 - 2022

100% remote role on an internationally distributed team

- Strategic thought leader across people operations, culture, and employee experience
- Established, nurtured, and championed an open culture that fostered employee trust, engagement, and collaboration and lead to increased employee satisfaction and retention
- Led, implemented, and owned a recruiting processes that reduced time to hire, increased diversity candidates, and brought top talent to the team
- Developed policies, processes, strategic programs, and best practices that supported the team, leadership, and inspired autonomy, ownership, efficiency, and engagement
- Collaborated with CEO on all company-wide communication and messaging to ensure clarity and intent

Gooru, Senior Manager People, Research Operations, and Partnerships

2020 - 2021

100% remote role on an internationally distributed team

- Established communication channels and community building across a fully distributed worldwide remote team
- Integrated employee feedback into design and development stages through creating cross-departmental processes
- Implemented internal operations infrastructure by assessing failures and success and developing the processes based on team and company needs
- Increased project efficiency by creating tailored project management systems for distributed cross-functional teams
- Successfully executed a 100 person internal digital event for an international team

Expaii, Director of Operations, People, and Culture

2015 – 2020

- Grew the team by 300% with 90% retention rate through purposeful recruiting, hiring, and onboarding processes
- Consistently achieved 89% employee happiness on health care, benefits, office culture, and work environment as reported by team on monthly surveys
- Built, implemented, and maintained internal operations infrastructure including processes and policies that led to cross functional teams and high efficiency output from all departments
- Led and mentored team while establishing healthy, productive, and fulfilling office culture through transparency and effective communication
- Defined company culture and values through leading by example and advocating for team members

Denali Sourcing Service, Office Manager

2013 - 2015

- Designed, developed, implemented, and led roll out of intranet, internal communications, and collaboration

systems across 5 world office locations

- Developed and established onboarding processes, training templates, and protocols, led training sessions with existing employees and oversaw onboarding of all new hires
- Created methods for employees to voice concerns through anonymous channels and ways for management to respond to those suggestions and comments

Taffeta & Tattoos, Owner, COO, and Director of Content

2011-2013

- Developed brand and reputation to establish Taffeta & Tattoos as the go-to event planners for unique yet elegant events through fostering key relationships and executing flawless events and crisis management
- Managed an internal team as well as relationships with both clients and vendors to create and execute premium events that surpassed client expectations
- Founded business and set up all legal, back office, marketing, and branding

SKILLS + PROGRAMS

Microsoft Office Suite	High EQ + Empathetic	Culture Creation
G Suite	High Agency	Team Building
Asana	Adaptable	Problem Solving
Gusto	Highly Organized	Recruiting + Onboarding
Zenefits	Creative Thinking	Project Management
BambooHR	Compassionate	Relationship Building
Greenhouse	Social Perceptiveness	Process Creation
Slack	Resilient	Clear Communication
Basecamp	Purposeful	Writing

EDUCATION

Wilkes University, MFA Creative Writing, *Low residency program*

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SUNY Purchase, BA Creative Writing