

BRIANNA JACKSON

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PEOPLE OPERATIONS | GLOBAL MOBILITY | HR SCALE

PROFESSIONAL SUMMARY

People Operations leader with 10+ years of experience building scalable people infrastructure for high-growth, distributed, and multi-entity organizations. Known for turning ambiguity into practical workflows, strengthening compliance and governance, and creating clear employee experiences across hiring, onboarding, policy, mobility, HR systems, contractor operations, and global expansion.

Hands-on operator and trusted partner to Legal, Finance, Total Rewards, Talent, Security, Privacy, executives, founders, and boards. Brings direct experience supporting global expansion through Employer of Record solutions, cross-functional compliance, immigration and mobility-adjacent processes, M&A integration, and distributed workforce operations.

CORE CAPABILITIES

Global People Operations | Immigration & Mobility Program Support | EOR & Global Expansion | Contractor Lifecycle Operations | Cross-Border Compliance | Policy & Handbook Governance | Workday / Zendesk Service Delivery | People Analytics & Case Tracking | Legal / Finance / People Partnership | M&A Integration | Vendor & Counsel Management | Employee Experience

PROFESSIONAL EXPERIENCE

Executive Director | Heart of South Downtown | Atlanta, GA | 05/2024 - Current

- Lead organizational strategy, operations, staffing, board governance, budgeting, and controls for a place-based nonprofit focused on economic development, workforce strategy, public realm activation, and inclusive community infrastructure.
- Build senior-level partnerships across philanthropy, corporate, higher education, city, and community stakeholders, aligning funding, policy, operating plans, and execution across complex external partners.
- Design and scale workforce and social enterprise initiatives, including operating models, staffing plans, performance metrics, compliance expectations, and service delivery standards.
- Secure and manage diversified funding streams while maintaining reporting discipline, documentation, stakeholder communication, and long-term sustainability planning.
- Serve as the public representative and internal operator during periods of growth, visibility, and changing stakeholder needs, balancing structure, responsiveness, and sound judgment.

Senior Manager, People Operations | Calendly, Inc. | Remote | 01/2022 - 05/2024

- Built and led the People Operations Center of Excellence, establishing centralized support models, tiered service delivery, case workflows, documentation standards, and scalable employee support for a rapidly growing distributed workforce.
- Led People Operations workstreams for mergers, acquisitions, and rapid scale, including integration planning, onboarding operations, people systems readiness, and global expansion through Employer of Record solutions.
- Partnered with Legal, Finance, Total Rewards, Security, Privacy, Deal Desk, Talent, and People Business Partners on enterprise initiatives requiring strong compliance judgment, operational rigor, and clear employee communication.
- Owned policy and handbook governance across a distributed workforce, balancing compliance, clarity, employee experience, and business flexibility as the company scaled.
- Implemented and optimized Workday and Zendesk to support self-service, tiered support, case tracking, reporting, knowledge management, and consistent employee experiences.
- Directed people compliance and governance strategy, embedding audit readiness, internal controls, regulatory alignment, documentation standards, and escalation pathways across core people processes.
- Supported immigration, work authorization, onboarding, and employee lifecycle processes in partnership with Talent, Legal, and external vendors, ensuring sensitive employee matters were handled with clarity and care.
- Defined people analytics and operational reporting frameworks, translating workforce and case data into insights that informed leadership decisions and program improvements.
- Led and developed a high-performing People Operations team with a focus on ownership, service orientation, quality, accountability, and continuous process improvement.

Director of Human Resources | Atlanta Ventures / Hannon Hill Corporation | Atlanta, GA | 07/2012 - 12/2021

- Directed HR strategy and operations across a portfolio of high-growth venture-backed technology companies, supporting organizations from early scale through funding rounds and acquisition events.
- Advised founders, executives, and investors on people strategy, workforce planning, organizational design, leadership effectiveness, and talent infrastructure during rapid growth and changing business priorities.

- Built and scaled HR functions across talent acquisition, onboarding, total rewards, performance management, learning and development, employee relations, and HR systems.
- Supported distributed and multi-entity operating needs across portfolio companies, helping leaders standardize policies, documentation, compliance practices, and employee lifecycle processes.
- Led HR systems selection and implementation to improve hiring efficiency, employee data quality, reporting, documentation, and workforce visibility.
- Leveraged people data to identify risk, improve retention, inform workforce decisions, and strengthen engagement and performance outcomes across portfolio companies.
- Partnered with leadership through Series A, Series B, and acquisition events, ensuring people operations, culture, and systems scaled in step with business growth.

Human Resources Manager | Auto Customs, LLC | Atlanta, GA | 01/2011 - 07/2012

- Led HR and workforce operations for approximately 150 employees across a corporate office and two warehouse facilities in a high-volume environment.
- Owned high-volume hiring, onboarding, training, safety education, employee documentation, and workforce planning to support staffing continuity across locations.
- Advised supervisors and managers on employee relations, investigations, performance management, corrective action, compliance, and day-to-day people leadership decisions.

Human Resources Generalist | National Restaurant Development, Inc. | Atlanta, GA | 01/2010 - 12/2010

- Supported launch and workforce buildout for multiple restaurant franchises across diverse geographic markets, including high-volume recruiting, onboarding, training coordination, and documentation.
- Partnered with operations leaders and franchise teams to improve staffing readiness, onboarding consistency, and workforce compliance during new location launches.

EDUCATION

Bachelor of Arts, Political Science | University of Pittsburgh