

# BRIANNA JACKSON

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**EXECUTIVE LEADERSHIP | PEOPLE OPERATIONS | ORGANIZATIONAL SCALE**

## EXECUTIVE PROFILE

Executive and People Operations leader with 10+ years of experience building the teams, systems, and operating infrastructure behind high-growth companies, distributed workforces, and community-focused organizations. Trusted by founders, executives, boards, and cross-functional partners to turn ambiguity into practical operating models, guide organizations through change, and connect people strategy to business outcomes.

## CORE LEADERSHIP AREAS

Executive & Board Partnership | People Operations | Organizational Design | Workforce Planning | M&A; Integration | Global Expansion & EOR | Change Leadership | Performance & Talent Strategy | Employee Relations | Policy & Compliance | People Analytics | HR Technology | Economic Development | Public-Private Partnerships

## PROFESSIONAL EXPERIENCE

### Executive Director

*Heart of South Downtown | Atlanta, GA | May 2024–Present*

- Lead organizational strategy, operations, staffing, budgeting, board governance, and controls for a place-based nonprofit focused on inclusive economic development, workforce strategy, public-space activation, and community infrastructure.
- Build partnerships across philanthropy, corporations, higher education, government, and community stakeholders, aligning funding, policy, operating plans, and execution.
- Design workforce and economic-mobility initiatives from concept through delivery, including operating models, staffing plans, performance expectations, and partner accountability.
- Secure and manage diversified funding while maintaining strong reporting, documentation, stakeholder communication, and long-term sustainability planning.

### Senior Manager, People Operations

*Calendly, Inc. | Remote | Jan 2022–May 2024*

- Built and led the People Operations Center of Excellence, establishing tiered service delivery, case workflows, knowledge management, self-service, and scalable employee support.
- Led and supported People Operations workstreams for rapid scale, global expansion, and M&A—including Calendly's acquisition and integration of Prelude—with a focus on onboarding, systems readiness, employee experience, and organizational change.
- Partnered with Legal, Finance, Total Rewards, Talent, Security, Privacy, Deal Desk, People Business Partners, and leaders on compliance, employee relations, policy governance, and enterprise initiatives.
- Implemented and optimized Workday and Zendesk, improving service consistency, case tracking, reporting, data visibility, and accountability across the employee lifecycle.
- Defined people analytics and operational reporting frameworks and led a high-performing People Operations team focused on quality, ownership, and continuous improvement.

## **Director of Human Resources**

*Atlanta Ventures / Hannon Hill Corporation | Atlanta, GA | Jul 2012–Dec 2021*

- Directed HR strategy and operations across a portfolio of high-growth, venture-backed technology companies from early scale through funding rounds and acquisition events.
- Advised founders, executives, and investors on workforce planning, organizational design, leadership effectiveness, talent strategy, compensation, employee relations, and culture.
- Built and scaled HR functions spanning recruiting, onboarding, total rewards, performance management, learning and development, employee relations, and HR systems.
- Guided organizations through Series A, Series B, and acquisition events while strengthening people systems, communication, manager effectiveness, and workforce visibility.
- Led total rewards and benefits strategy, partnered on retention and compensation decisions, and used people data to surface risk and improve engagement and performance.

## **Human Resources Manager**

*Auto Customs, LLC | Atlanta, GA | Jan 2011–Jul 2012*

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

## **Human Resources Generalist**

*National Restaurant Development, Inc. | Atlanta, GA | Jan–Dec 2010*

- Supported workforce buildouts for restaurant franchise launches across multiple markets, coordinating high-volume recruiting, onboarding, training, documentation, and launch readiness.
- Helped develop internal recruiting pipelines that reduced staffing-agency reliance and improved speed, consistency, and cost efficiency during expansion.

## **EDUCATION**

**Bachelor of Arts, Political Science** | University of Pittsburgh