

Trent Telenda

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PROFESSIONAL SUMMARY

Operations, recruiting, and HR systems professional: field operations leadership, high-volume recruiting, and HR data and analytics in Workday. Combines hands-on team management with the systems and process work that lets operations hold up at scale.

CORE SKILLS

HR Operations · Workday Reporting and Dashboards · EIB Data Loads · People Analytics · Employee Lifecycle · I-9 Verification · Onboarding and Offboarding · Process Improvement · Operations Management · High-Volume Recruiting · Talent Acquisition · SOP Development · Smartsheet · Power BI · Excel · Microsoft Power Automate · Microsoft Forms · Teams · HappyFox · UKG · ChatGPT Enterprise

EXPERIENCE

HR Specialist, Data Analytics and Special Projects, Taxwell (Drake Software / TaxAct), Orlando FL

Aug 2024 to Present

- Own Workday reporting, dashboards, and calculated fields used in executive and shareholder-level discussions; own the recurring seasonal EIB data loads central to HR operations.
- Expanded the Smartsheet applicant-tracking system built in the recruiting period: added automations and integrations, refreshed annual hiring forms, and delivered ongoing reporting for hiring visibility and forecasting.
- Built a no-call/no-show reporting system for four departments, securing cross-functional and HR executive approval for launch.
- Built, tested, and deployed a ChatGPT-based HR inbox agent to answer inquiries using internal company information and route requests for review, freeing an estimated 5 to 10 hours weekly for departmental support; also created custom GPTs and SOPs and trained recruiting and HR colleagues on enterprise ChatGPT.
- Execute full employee-lifecycle transactions in Workday under a 24-business-hour turnaround standard.

Recruiter, Taxwell (TaxAct), Orlando FL

Aug 2022 to Aug 2024

- Served as a recruiter on a seasonal program that hired 900+ employees and contractors in its 2022-2023 season, including 288 credentialed CPA and EA professionals; program attrition held below 25% (measured September through April; normal contract completion not counted as attrition).
- Continued supporting the seasonal program in an operational capacity in later seasons.
- Ran 50-70+ phone screens per week and scheduled 30-40+ interviews per week across stakeholders and time zones.
- Built the original applicant-tracking system in Smartsheet, fed by Microsoft Forms and Power Automate, with initial dashboards and reporting; adopted by the C-suite for hiring visibility and forecasting.
- Standardized recurring reporting supporting seasonal onboarding of 250+ employees per year; authored the SOPs and entry standards the team follows.

Interim Talent Acquisition Program Manager (concurrent assignment), Taxwell (TaxAct), Orlando FL

Mar 2024 to Jun 2024

- Covered a maternity leave with no loss of program continuity.
- Directed offboarding of 250+ seasonal employees covering equipment, bonus payouts, and scorecards; presented lessons learned to the Executive Leadership Team.

Operations Manager, Home Services, Best Buy, Orlando FL

Aug 2021 to Aug 2022

Supported operations across the Southeast district and worked with the Home Services team at a corporate level.

Earlier experience: Central Florida same-day delivery pilot

Developed the SOP alongside the delivery team and supplied field feedback to the application team. Key procedures were adopted regionally. Broader-team on-time performance rose from roughly 80% to the mid-90s year over year.

Operations Manager, WasteRetriever, Orlando FL

Jun 2018 to Dec 2019

- . Ran operations across a matrix spanning operations, sales, finance, HR, safety, and compliance.
- . Reduced operating expenses 20% year over year through process improvements.

EARLIER EXPERIENCE

- . Retail Sales Manager, Vivint Smart Home, Orlando FL, Jun 2017 to Jun 2018: hired and developed sales talent; led territory sales 7 of 13 months.
- . Home Services Cadet, Best Buy, Orlando FL, Mar 2021 to Aug 2021: field training track into operations management.
- . Small Parcel Delivery Specialist, Geek Squad, Best Buy, Orlando FL, Aug 2020 to Mar 2021: 30+ on-time deliveries daily; onboarded and trained 20+ seasonal team members.
- . Appliance Sales Specialist, Best Buy, Orlando FL, Dec 2019 to Aug 2020: increased department sales 14%.
- . Independent IT and AI Deployment, Home Field Advantage practice, Ongoing: equipment sourcing and setup, troubleshooting, migration, documentation, and end-user training for small clients.

LEADERSHIP & ENGAGEMENT

Founder and President, Minds in Motion

Taxwell's Neurodiversity Employee Resource Group | Aug 2025 to Present

- . Founded the company's neurodiversity employee resource group, brought the business case to the C-suite, and secured executive sponsorship.
- . Grew it into the company's largest employee resource group by membership; created and hosted six presentations and expanded education on accommodations.

EDUCATION

- . Associate of Science, Computer Information Technology, Valencia College - In Progress
- . CompTIA Security+; CompTIA A+; Valencia College certificates: Operations Support and Services, Computer Information Data Specialist, Computer Information Technology Specialist