

# Teresa Improta

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## SUMMARY

- 10+ years of global experience in Talent Acquisition Leadership, Strategy, and Delivery across hyper-growth scaleups and multinational environments
- Designed and executed global TA strategies across EMEA and US, supported 300+ hires/year and managed 15+ recruiters, coordinators and talent ops specialists
- Reduced cost-per-hire by 40% saving approx. €300K annually through internal pipeline development and reduced time-to-hire by 27% through automation, and recruiter enablement
- Rolled out and scaled ATS (Greenhouse) and integrated hiring tools (LinkedIn Recruiter, Criteria, TestGorilla) across global teams
- Led Talent Operations projects alongside TA delivery, including ATS optimisation, KPI design, recruiter performance tracking, and hiring process standardisation

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## KEY COMPETENCIES

- Global Talent Acquisition Strategy
- Inclusive Hiring Frameworks
- Team Leadership & Enablement
- Talent Forecasting & Workforce Planning
- ATS & HR Tech (Greenhouse, Lever, HiBob)
- Employer Branding & Candidate Experience
- Metrics, Funnel Analytics & Dashboards
- Recruitment Marketing & Channel Optimisation
- Interview Structuring & Bar Raiser Methodology
- Change Management & Global Rollouts

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## PROFESSIONAL EXPERIENCE

Amenitiz – Hospitality SaaS scale-up

Nov 2025 - Present

Global Head of Talent Acquisition & Talent Operations

Barcelona, Spain

- Defined the global Talent Acquisition and Talent Operations strategy, expanding scope beyond delivery to include recruiter performance management, TA analytics, and scalable hiring infrastructure
- Rebuilt **TA operating model** following role expansion, introducing clearer ownership across delivery, stakeholder management, and Talent Operations initiatives
- Implemented **new recruiter KPIs** to improve performance visibility, accountability, and forecasting accuracy
- Built and standardised **TA reporting and dashboards**, enabling leadership visibility into funnel efficiency, hiring progress, and capacity constraints
- Owned and optimised Greenhouse ATS usage, improving data quality, reporting consistency, and adoption across hiring managers and recruiters
- Standardised **hiring frameworks** (intake process, scorecards, interview structure, calibration), increasing consistency of decision-making and quality control across roles
- Laid foundations for scalable Talent Operations, aligning TA processes with downstream onboarding, retention, and workforce planning needs

**NewGlobe** – Global EdTech

**Feb 2023 - Oct 2025**

*Amsterdam, NL*

### **Head of Talent Acquisition & Talent Operations**

- Rolled out Greenhouse ATS and integrated tools (LinkedIn Recruiter, Criteria, TestGorilla) across all departments.
- Built analytics dashboards, tracked performance metrics, and drove continuous improvements across TA operations.
- Decreased **time-to-hire** by **27%** through process optimisation and recruiter enablement.
- Defined and executed global Talent Acquisition strategy across EMEA & US, supporting **300+ hires/year** and managing a team of 15+ recruiters.
- Owned and managed ATS (Greenhouse) and HRIS (HiBob), delivering org-wide training and maintaining **data quality** at **98%** accuracy
- Maintained an average **offer acceptance rate** of **91%** across regions.
- Improved overall **quality of hire** by **28%** through recruiter enablement, structured interviewing, and process standardisation.
- Contributed to a **12%** increase in **retention** within the first 6 months by supporting better alignment between role requirements and selection processes.

**Payhawk** – Fintech scaleup managing B2B payments & expenses

**Aug 2022 - Jan 2023**

*Barcelona, Spain*

### **Talent Acquisition & Operations Lead**

- Defined and executed global TA strategy across EMEA and US, supporting high-volume hiring across tech, product, and business functions
- Led in-house hiring strategy for 40+ open roles across engineering, commercial, and G&A functions
- Developed and implemented a data analytics roadmap to drive decision-making across the TA function.
- Maintained a 91% offer acceptance rate and improved quality of hire by 28%, through structured interviewing and hiring manager calibration
- Partnered with leadership on workforce planning and hiring forecasts across four international hubs

**Klarna** – Global Fintech leader

**May 2021 - Aug 2022**

*Madrid, Spain*

### **Senior Project Manager - Talent Operations**

- Led global recruitment initiatives across Engineering, Product, and Commercial teams, supporting hiring in EMEA and the US
- Managed 60+ requisitions annually and collaborated with senior stakeholders on pipeline prioritisation and strategic workforce planning
- Owned ATS improvements (Lever), enhancing recruiter productivity and standardising data capture across all funnel stages
- Delivered recruiter training, hiring manager calibration, and candidate experience improvements across business units
- Developed interview frameworks and reporting tools to increase efficiency and track key TA KPIs
- Partnered with L&D and People Ops to align TA strategy with onboarding, growth, and retention goals

**Deliveroo** – Global foodtech delivery company

**Jan 2021 - May 2021**

*Madrid, Spain*

### **Talent Acquisition Project Manager**

- Managed end-to-end recruitment projects across commercial and operations teams in EMEA
- Implemented improvements to ATS workflows, reducing recruiter admin time and improving time-to-offer

**Travelopia** – Global travel group  
**Talent Acquisition Manager**

**Sep 2019 - Dec 2020**  
*Brighton, UK*

- Supported multi-brand hiring across seasonal and permanent roles, managing 40+ requisitions during peak periods
- Led ATS and HRIS implementation and training, improving data accuracy and recruiter efficiency
- Developed centralised reporting dashboards and funnel insights, enabling data-informed hiring decisions
- Created knowledge resources and candidate comms templates, streamlining internal TA team collaboration

**Inditex (Zara)** – Global fashion retail leader  
**Operations Manager**

**Oct 2016 - Apr 2019**  
*Cambridge, UK*

- Managed full-cycle hiring for retail staff, seasonal teams, and floor managers across multiple locations
- Designed and implemented onboarding and training programs, reducing new hire ramp-up time and turnover
- Coordinated staffing planning and internal mobility processes in collaboration with store leadership
- Supported employee records, scheduling, and performance feedback processes in line with labor policies

## **ADDITIONAL PROFESSIONAL EXPERIENCE**

**Booking.com** – Global digital travel platform  
**CSG Specialist**

**Apr 2019 - Sep 2019**  
*Cambridge, UK*

- Delivered high-quality user support while training junior staff, contributing to service improvements through customer insight and cross-functional collaboration.

**The Welcome People / Cambridge BID** – Private local tourism org  
**Social Media Coordinator**

**Jan 2015 - Sep 2016**  
*Cambridge, UK*

- Created and managed digital content and campaigns to boost local brand visibility, support employer branding, and enhance community engagement

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## **EDUCATION & CERTIFICATIONS**

### **Bachelor of Business Management**

Majors: Business Management  
Anglia Ruskin University, Cambridge UK

### **People Analytics Masterclass**

Orgnostic

### **MSHD (Making Smooth Hiring Decisions) - Bar Raiser/Behavioural Interviews**

Klarna

## **LANGUAGES & TOOLS**

**Italian** Native

**English** C2

**Spanish** C2

**French** A2

**Greenhouse, Lever, HiBob, Qlik Sense, Salesforce, Notion, Orgnostic, Criteria, TestGorilla, Google Sheets, Miro, Jira, Trello, Excel, LinkedIn Recruiter**

