

Joy Harju

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Professional Summary:

Global and strategic Human Resources leader with extensive experience as a key member of startup C-Suites and a trusted advisor to executives within Fortune 500 companies. Proven expertise in aligning HR strategies with business objectives, building and leading comprehensive HR functions, and scaling operations for global growth, including creating effective recruitment strategies. Significant experience in business transformation, organizational development, and change management, particularly in the context of acquisitions. Achieves results through retention of critical talent by driving culture and values initiatives, supported by talent management, leadership development, and succession planning.

Professional Experience:

Takeoff Technologies, Inc.,

November 2022 – December 2024

Director of Human Resources | Waltham, MA

Company Filed for Chapter 11 Bankruptcy

- Offered consultation during last few months to support the company's final closure process.
- Provided global leadership to a team of 4 in the Human Resources function overseeing talent acquisition compensation and benefits, operations and employee experience reporting to the President of a Series C, E-Commerce grocery business utilizing automation and SaaS technology to optimize grocery micro fulfillment.
- Served as a strategic business advisor to C-Suite and senior management regarding critical organizational issues including impactful transformational efforts.
- Partnered with executive management team on succession and retention plans enabling high performing teams through leadership initiatives, learning and development and coaching.
- Implemented employee engagement initiatives in support of company mission and strategic vision through focus on core values, inclusion and company culture.
- Created HR solutions to support the achievement of the overall business operations objectives that generated upwards of a half million dollars savings through renegotiating contracts and new vendor selections while improving overall service and process.
- Developed comprehensive recruiting strategy plan resulting in 3X increase in talent at the Pune, India site while improving time to fill, cost per hire and recruiting processes.
- Collaborated with PEO across multiple international locations, including New Zealand, Uruguay, and Chile. Supported Australia, UK and Canada entities ensuring compliance with regional labor laws, fostering open communication channels and addressing situations to promote inclusivity and organizational success.

Weavr Health Corp.

June 2022 – September 2022

Head of HR | Cambridge, MA

Failure to obtain funding resulted in sudden company closure promptly after my joining.

- Integral member of C Suite reporting to CEO of Series B startup that produced medical devices in support of health assays including Rapid COVID-19 Antigen testing device that was reviewed by FDA.
- Built entire HR function as the first Human Resources hire including Total Rewards, Talent Acquisition, Talent Management, and Learning and Development.
- Collaborated with C Suite colleagues on critical business decisions advising on the human capital impact.
- Coached and trained executives and their management team on leadership development, employee relations and talent management.
- Developed change management framework for leadership to ensure the strong culture was maintained during rapid change and pending closure.
- Created resources in support of recruiting and retention strategy including enhancing onboarding program and developing job architecture.
- Provided innovative employee engagement initiatives including best practice training topics, discussions, and events.

NTT DATA Services

July 2009 – September 2021

Human Resources Business Partner/Director | Charlestown, MA

- Partnered with Divisional President and his Executives supporting \$2.9B Client Delivery Organization within Commercial Sector business servicing: Health Plan, Life Sciences, Provider, Manufacturing, Commercial Industries, Emerging Accounts, International Business, Financial Securities & Insurance and Account Operations vertical businesses in EMEA, APJ, LATAM, North America and Canada.
- Cultivated high performing organization creating opportunities for employees and highlighting top talent through Succession Planning, 9 box and an Executive Scoping initiative for Group President's awareness in support of retention, and Talent Management.
- Co-led annual HR strategic plan initiative with Senior Executive focused on an increase of 20% global and senior leadership Delivery roles for underrepresented groups.
- Led complex change management effort tied to FY21 business operating model resulting in transitioning 62% of the organization internally and change in the current delivery model.
- Consulted with leaders and Finance on achievement of \$6M annualized cost savings and 7% EBITA target, focused on driving operational excellence.
- Interfaced with Global Resource Management and Talent Acquisition on new deal support, acquisitions, business divestitures and consolidations, partnering with legal and regional Human Resources colleagues as it related to regional resource transitions.
- Managed a project team to increase employee onboarding and engagement experience. Reported metrics and NSS quarterly to leadership resulting in 89% retention of new hires.
- Facilitated 74 voluntary separations as part of a one-time offering within a compressed timeframe, managing business communications, employee consultations, and delivering continuous reports to HR leadership.

Human Resources Generalist - Dell Services (11/09- 11/16)

- Initially onsite at MEDITECH account supporting Healthcare Consulting Organization. During tenure supported Systems Integration, Sales, Cloud, Security, and Network among 3 of the largest teams in the Services division totaling upwards of 5000 employees.
- Assisted in the company transformation from native to hybrid cloud solutions within the Cloud organization including organizational changes driven by shift in business direction.
- One of the few HR team members under NDA to perform due diligence activities during NTT DATA acquisition.
- Collaborated with the compensation team to develop a Consulting career framework, which included the establishment of three job families and a comprehensive mapping of current staff to the newly created job profiles.
- Analyzed employee survey feedback ensuring deeper insights into workforce sentiment, and fostering actionable strategies to address employee concerns to continuously improve organizational culture.
- Enabled successful Performance Management through quarterly feedback, establishing clear key performance expectations, and ensured comprehensive evaluations to boost employee engagement and productivity.

Human Resources Business Partner - Perot Systems (7/09-11/09)

- Sole onsite Human Resources support, and member of the leadership team led by Client Delivery Executive for Harvard Pilgrim Healthcare account supporting Information Technology, Business Process Outsourcing and Program Management.
- Participated in regular leadership meetings to present updates on Human Resources initiatives, actions, and their implications for employees, ensuring critical information was effectively conveyed.
- Led Communication meetings and all account specific integration efforts to Dell Services with account leadership following the acquisition announcement.
- Provided guidance to leaders on the implementation of corporate and human resources projects, including performance management.

Education:

Master of Education, Management, Cambridge College, Cambridge. MA.

Bachelor of Science, Management, Human Resources concentration, Keene State College, Keene, NH.

Affiliation:

Member of Society of Human Resource Management(SHRM)