

PETER SWANK

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Human Resources Director with workforce development and process optimization specialties. Natural interest in helping others, heart for service, and passion for delivering engaging and memorable experiences. Blending expertise in HR, technology, management, training, and multilingual communication to enhance processes and resources that help others live better lives through career development.

- 10+ years HR process improvement, leadership, full-cycle recruitment, and coaching / training
- 10+ years business information systems, IT, Website design, and DevOps
- MBA in Human Capital Management; certifications from Lean Six Sigma, SHRM, Microsoft, TEFL, etc.
- Cross-industry experience with high-growth, startup, NPO, SME, union, and government organizations
- Multilingual with international experience (US, France, Ireland, Hungary, and Romania)
- Proficient in multiple technologies, including MS Office and Google Suites, SharePoint, Photoshop, Agile, HTML / PHP Web design, and a variety of HRIS, ATS, and job boards

EXPERIENCE

Deputy Director of Workforce Development

Massachusetts Bay Transportation Authority (MBTA)

2021 – Present

Boston, MA (hybrid)

Deputy Director of Workforce Development (2024 – Present):

Create and execute strategies, systems, materials, and events to help applicants and employees maximize their work experience, develop skills, and achieve employment goals (while also improving employer brand).

- Project Management
- Employee Engagement
- Career Fair Management
- Data Analysis and Reporting
- Internship / Co-Op Development
- Marketing Material Development
- Inter-Departmental Collaboration
- Training Design and Implementation
- Information Systems Design and Administration
- Community Outreach (with underrepresented population focus)
- Relationship Building

Deputy Director of Staffing (2022 – 2024):

Multi-hat role to provide strategic and lean / streamlined management approaches to recruitment team of 40+ (increased headcount 14% in fiscal year 2024, totaling 2,105 vacancies filled).

- Designed and maintained SharePoint intranet portals for recruitment, onboarding, and outreach
- Defined and documented SOPs, policies, templates, and systems into 300-page technical manual and 100+ page online guide (HTML, MS Office, & Photoshop)
- Administered NeoGov ATS, providing user and req management, training, and subject matter expertise
- Built, analyzed, and reported recruitment and DEI metrics using ATS / MS Excel / PowerPoint / Tableau
- Created and led project management, process improvement, and training teams (Lean and Agile / Sprint)
- Coordinated employee engagement (MS Publisher newsletter, excursions, special events, etc.)
- Planned / organized outreach and hiring event admin, logistics, and volunteer management

Talent Acquisition Specialist / Manager (2021 – 2022):

- Supervised and supported 10+ HRBPs, Recruiters, and Coordinators plus training and development team
- Created / assigned new requisitions using Asana, Knack, and NeoGov ATS
- Coached recruiters, managers, and RPO on procedures, process improvement, and change management
- Partnered with managers and Office of Diversity and Civil Rights to develop and advertise job postings
- Developed job descriptions, screened and sourced candidates, coordinated interviews, and onboarded new hires (average 15 simultaneous support, administrative, managerial, and safety requisitions)

HRBP / Talent Acquisition Specialist

2020 – 2021

Vista Higher Learning (temp via Beacon Hill Staffing)

Boston, MA (remote)

- Sourced and screened DevOps / Software Engineer, product management, sales / marketing, editorial, executive, and support candidates (5,000+ resumes, 50+ roles, 20+ simultaneous reqs)
- Administered JazzHR ATS and ADP Workforce Now HRIS; conducted background checks in Verified First; launched social media campaigns in Sprout Social
- Supported wide range of people operations, onboarding / offboarding, training, and communications (newsletters, org chart, purchase order processing, etc.)

Director of Recruiting

2019 – 2020

MAK Technologies

Cambridge, MA

- Conducted full cycle recruitment (increased staff 42%), workforce planning, and onboarding for rapidly growing software development company with 150+ staff
- Created Google Suite ATS and administered ADP Workforce Now HRIS
- Assisted 4-person HR team in employee engagement, policy / procedure / handbook development, Open Enrollment, productivity and performance management, and copyediting

Human Resources Manager

2018 – 2019

Marriott Hotels (franchised)

Lexington, MA

- Defined / organized HR, recruiting, and training structure / strategy of twin hotel complex with 80+ staff
- Aggressively recruited / onboarded for all departments, utilizing job boards, career fairs, partnerships / networking, and strategically canvassing geographic areas
- Prepared weekly payroll and time and attendance data using ADP Workforce Now
- Coordinated employee engagement activities, stand-up meetings, customer service, and cross-training
- Facilitated conflict management, security, and investigations (criminal, guest, and employee relations)

Trainer / Career Coach

2015 – 2020

Freelance / Part Time at EC English Centers and BEST Hospitality Training

International & Virtual

- Coached immigrant, international, and economically disadvantaged students in job search skills, resume writing, interview techniques, customer service, and F&B / hospitality
- Taught English as a second language to adults and teens in Hungary, Romania, France, Ireland, and USA
- Designed and implemented Barista / coffee training program and materials; procured equipment
- Coordinated excursions and events, providing introductions and insights to maximize experience

Director of Special Projects (Strategic HR)

2013 – 2015

Corporate Payroll Services

Atlanta, GA (hybrid)

- Analyzed customer service, organizational culture, and brand ambassadorship, resulting in strategic restructuring and recruitment to strengthen all organizational levels and departments
- Developed Myers-Briggs style interview evaluation metrics to determine probability of workplace success
- Shaped employee engagement and change management by customizing / implementing “The Four Disciplines of Execution” program to 200+ staff across 5 branches
- Spearheaded design, support, and marketing of proprietary time and attendance system

EDUCATION / CERTIFICATION

- **MBAs: Human Capital Management and International Business (double)** | Bellevue University, NE
- **Postgraduate Studies: Managing Risk & System Change** | Trinity College Dublin, Ireland
- **Bachelors: Business Information Systems** | Bellevue University, NE
- **Certifications: Lean Six Sigma Green Belt, SHRM Veterans at Work, Microsoft Certified Professional (Support & Troubleshooting), TEFL / TESOL Trainer, Coffee Specialist**

LANGUAGES

- **English** ●●●●●●
- **French** ●●●●●
- **Spanish** ●●●●●
- **Romanian** ●●●●●
- **Bulgarian** ●●●●●