

RACHELLE EUBANKS

FOUNDER AND PRINCIPAL CONSULTANT

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SUMMARY

To leverage my expertise in HRIS implementation, operational efficiency, and workforce development to help organizations modernize their HR infrastructure, align people strategies with business goals, and deliver scalable, sustainable results. I'm passionate about transforming complex challenges into streamlined solutions through clear processes, strong systems, and engaging training programs.

TECHNICAL SKILLS

HRIS Implementation & Configuration	Policy & Handbook Development
Standard Operating Procedure (SOP) Development	Change Management & Stakeholder Collaboration
Employee Training & Instructional Design	Project Management & Cross-Functional Leadership
Learning Management System (LMS) Administration	Curriculum Development & Delivery

PROFESSIONAL EXPERIENCE

Founder and Principal Consultant

2021 - Present

- Independent consulting firm specializing in HR technology implementations and operational streamlining for midsize and enterprise clients.
- Led comprehensive HRIS implementations, including configuration, testing, training, and deployment for clients transitioning to UKG Ready, iCIMS, and ADP Workforce platforms.
- Developed custom employee handbooks tailored to state and other applicable employment laws and industry-specific regulations.
- Authored clear, user-friendly SOPs and internal manuals to support compliance, efficiency, and staff onboarding.
- Designed and delivered in-person and virtual training programs for HR teams and department heads.
- Advised on organizational structure, communication strategies, and change management to reduce inefficiencies and enhance employee engagement.

Experienced Business Educator | Curriculum Developer | Student Success Advocate

2016 - Present

As an Adjunct Professor of Business, I am committed to delivering high-impact instruction that inspires students and equips them with the tools to succeed in today's dynamic business environment.

I design and teach courses including Introduction to Global Business, Business English, Business Communication, and Medical Transcription, with a focus on relevance, clarity, and engagement. Every course is backed by thoughtfully crafted syllabi, clear student learning objectives, and innovative content that supports real-world application.

- Curriculum Development: Create and refine instructional materials tailored to evolving business landscapes
- Instructional Design: Use modern tools and platforms to build interactive, accessible learning experiences
- Student Engagement: Provide one-on-one support to ensure academic success and build professional confidence
- Technology Integration: Leverage learning management systems and multimedia tools to enhance course delivery

Training & Development Leader | SOP Architect | Workforce Optimization Expert**2021 - 2023**

Led enterprise-wide training strategy for over 1,200 employees across four states, delivering scalable, effective programs that supported operational growth and organizational change.

- Standardized training during mergers & acquisitions, ensuring a seamless integration of systems, teams, and processes
- Designed role-specific training curricula including SOPs, job aids, policy manuals, and performance checklists for clinical and administrative staff
- Authored comprehensive training programs for Front Office, Back Office, Dental Assistants, and New Manager onboarding
- Developed internal career paths, including the launch of a Dental Assistant Sponsorship Program and DA-to-RDA upskilling model
- Collaborated with C-level executives and cross-functional leaders to analyze workforce performance data and optimize training delivery
- Utilized Lean Six Sigma methodologies to identify inefficiencies, reduce defects, and drive measurable quality improvements
- Managed LMS platforms and digital training tools, including Articulate Rise, Storyline 360, HealthStream, and Paylocity.
- Created and maintained policy frameworks and SOPs to support compliance, onboarding, and operational consistency

I bring a strategic mindset to training and development—combining analytics, instructional design, and change management to create scalable learning ecosystems that empower employees and elevate organizational performance.

HR Operations Strategist | HRIS Project Leader | Workforce Development Expert**2017 - 2021**

Transformed HR operations and organizational training strategies for a 2,200+ employee workforce by aligning systems, processes, and people for scalable impact.

- Redesigned HR communications workflows to improve information flow between departments and candidate pipelines
- Led HRIS projects as Project Manager, Designer, and Administrator, including the full lifecycle implementation of the iCIMS Applicant Tracking and Onboarding system
- Directed 45+ training rollouts, blending eLearning and instructor-led modules to enhance team capabilities across all departments
- Spearheaded a Paperless HR initiative, streamlining processes and reducing administrative burden across the organization
- Managed and optimized the Learning Management System (LMS) to ensure functionality, accessibility, and continuous learning improvements
- Launched an internal Train-the-Trainer certification program, creating sustainable knowledge transfer and reducing external training costs
- Authored policy and procedure manuals in collaboration with compliance and operations teams, ensuring alignment with legal standards and organizational agreements
- Delivered \$43K in annual cost savings through a strategic policy redesign, showcasing the value of HR as a business partner
- Overhauled orientation and onboarding processes, accelerating new hire integration and engagement
- Designed a dynamic corporate training curriculum, with modules on communication, conflict resolution, DEI, leadership, service excellence, compliance, and safety (full list available upon request)

Through a blend of strategic foresight, project execution, and instructional design, I help organizations modernize their HR infrastructure, boost team performance, and scale with confidence.

EDUCATION

MBA, Administration of Business

Graduated 2015

University of Phoenix

- Applied strategic management principles to real-world HR and operational challenges
- Developed advanced skills in business analytics, organizational leadership, and change management
- Strengthened ability to align HR strategies with broader business goals across diverse industries

Bachelor of Psychology, minor of Education

Graduated 2010

U.C. Davis

- Gained deep insight into human behavior, learning styles, and motivation—key for effective training and workforce development
- Studied developmental and organizational psychology to better support employee engagement and change readiness
- Built a strong foundation in instructional methods, curriculum design, and adult learning principles