

Samuel Carson

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People Operations professional experienced in building onboarding programs, employee lifecycle systems, and internal processes that help teams operate smoothly at scale. Known for improving employee experience, streamlining workflows, and supporting growing organizations across agency, consulting, and retail environments.

KEY IMPACT

- Built and led onboarding programs supporting 100+ employees across multiple organizations.
- Managed annual review cycles, employee surveys, and internal communications across departments.
- Trained and developed 170 employees in high-performance retail environment.
- Supported People Operations across global teams in consulting and agency settings.

PROFESSIONAL EXPERIENCE

WongDoody

HR Associate (People Operations) | Sept 2022 - Jan 2025

Supported People Operations for a global marketing agency across employee lifecycle and internal programs.

- Led onboarding operations and built structured onboarding programs for new hires across the agency.
- Designed and implemented People Team communication templates during company rebrand.
- Built annual review infrastructure across 8 departments and managed review process end-to-end.
- Conducted company-wide employee surveys and delivered insights to executive leadership.
- Maintained employee records and supported payroll, benefits, and HR systems.
- Managed exit interviews and full offboarding processes.

Slalom Consulting

People Operations Coordinator | Nov 2021 - Sept 2022

- Served as primary contact for global employee lifecycle support and HR inquiries.
- Helped redesign support model toward scalable self-service resources and documentation.
- Partnered with onboarding teams to improve new hire experience across regions.
- Cross-trained team members as the business expanded globally.

Apple

Training Lead | Dec 2020 - Nov 2021

- Led training and development for 170 employees at flagship retail location.
- Onboarded 60 new hires within two months supporting major product launches.
- Improved training completion rates to over 90 percent through redesigned programs.
- Partnered with leadership to plan and execute training initiatives.

Apple

Specialist | Feb 2019 - Dec 2020

- Delivered high-level customer experiences while supporting sales and engagement metrics.
- Selected for visual merchandising team and trusted with storewide updates.

- Led overnight product launches and collaborated with global visual teams.

Starbucks

Barista | 2017 - 2018

- Developed multitasking and customer experience skills in fast-paced environment.
- Collaborated across teams to deliver consistent service and operations.

EDUCATION

Seattle Pacific University - Bachelor of History and Education

Southern New Hampshire University - Bachelor of History and Education (In Progress)

SKILLS

People Operations | Employee Experience | Onboarding and Enablement | Internal Communications | Process Improvement | Workday | Paylocity | Greenhouse | ServiceNow | Microsoft Office | Adobe | MacOS and Windows