



Certified **Change Practitioner** | 2022
Prosci

CONTACT INFO

✉ angeelika.r@gmail.com
☎ +372 56685211
📍 Kungla 8, Tallinn, Estonia

AREAS OF EXPERTISE

- Talent Management
- Employee experience design
- People Operations
- Employee relations
- Global TaleMobility & Immigration
- Expatriate Management
- On- & off-boarding
- Leadership Development
- Learning & Development
- Workforce planning
- Organizational Design
- Project Management
- Change Management
- People Leadership

LINKS

People Operations blog:
<https://angeelika.com>

LinkedIn:
<https://www.linkedin.com/in/angeelika-ruustalu/>

ANGEELIKA RUUSTALU

PEOPLE OPERATIONS STRATEGIST

ABOUT ME

I enable organizational agility through talent & people success and strategy. At the end of the day, I will feel good if I see that I have made progress in designing effectiveness and rioting against static solutions.

Here is a brief overview of my 10 years of HR experience.

EXPERIENCE

Global Learning & Development Lead.

06.2021 - 12.2022
1y 7m

Pipedrive | 800 to 1100 people

In my hands is designing and developing Pipedrive **global L&D strategy and experience.**

Working closely with our Chief People & Culture Officer and Global Head of People to co-create and build our Global People & Culture Strategy.

- Establishing and leading global projects & initiatives involving our 10 offices and 1100 employees.
- Partnering for strategic and impactful **Talent & Performance Management**
- Executing **Leadership Development** and **Leadership Competency Library** creation.

Career break

01.2021 - 06.2021
6m

Colombia & Mexico & Estonia

In 2020, while solving remarkable work-related challenges, I managed to lose my own spark and work happiness. Luckily everything is figureoutable, so I took a break to focus on the active pursuit of purpose and passion.

With the 6 month break, that I used for travelling and upskilling, I was successful in focusing on rest, recovery, and reflection.

Global Talent Mobility Manager

04.2020 - 12.2021
9m

Jobbatical | 25 to 60+ people

I worked with a semi-remote team of 15+ nationalities by leading a team of sensational Global Mobility agents to ensure the quality delivery of relocation services for our **80+ tech and startup clients in Estonia.**

Mainly focusing on building the team, **creating efficiency, developing workflows** and **leading recruitment projects, software adoptions**, and the **service design** for immigration and settle-in services.

Highlight: composing an assessment of Aliens Act law changes that made its way to the President.

🏆 Trusted partner for Twilio, Veriff, Pipedrive, Wise, Monese and many others.

Global Talent Mobility Advisor

Jobbatical | 25 to 60+ people

07.2018 – 04.2020

1y 10m

After 5+ years in the HR field, I decided to enter a very niche area of HR – talent mobility. As a self-learner, I upskilled myself to be an expert in the **global workforce immigration** and **relocation domain**.

I had a client portfolio of 60 tech- and startup companies in Estonia for whom I **designed their Global Mobility strategy**, and **executed relocation journeys** for their IT- and businesses and their top specialists.

 60+ companies as clients. 700 relocation journeys for 60 nationalities.

In addition to a 100% project success rate, I extended my roles' scope and supported the startup's success by:

- **developing a system** to monitor and manage hundreds of simultaneous relocation cases;
- helped to **transform** that system from a spreadsheet to a **software solution**;
- led the onboarding, training and mentoring of our in-house global mobility team which grew from 2 to 8.

Training & Development Project Manager

Ministry of Finance | 115k people

03.2016 – 07.2018

2y 5m

A jump from a single organization-specific L&D management to **designing** central **learning and development programs** for the whole Estonian public sector and its 115 000 employees.

I was successful in **building a network** across partner organizations for executing a unified public sector L&D experience. Additionally, I **executed the upskilling programs** to develop public sector officials for the first-ever Presidency of the Council of the European Union that was held in Estonia in II HY 2017.

Learning & Development Manager

Tallinn Prison | 550 people

08.2015 – 03.2016

8m

A fixed-term position I filled to substitute a colleague for her maternity leave.

I got offered this role by my manager as I had shown great **change and project management skills**.

The goal for my fixed-term position was to create clarity and expected maturity for our L&D area that would be scalable. Therefore I chose to focus on developing and implementing a unified understanding and approach around what is employee growth for this particular organization.

HR Generalist

Tallinn Prison | 550 people

07.2013 – 08.2015

2yr 2m

In my first full-time HR role, I got to be involved in the full spectrum of employee lifecycle activities.

My main ownership was **employee relations** for our 550 employees, **employee experience** for the weekly onboarding design and day-to-day people operations. I was the go-to person for consulting employees and the leadership team on labour relations and solving HR-related employment issues.

I was involved in policy development and implementation, compensation and benefits mapping, role evaluation and grading, and talent and performance assessment processes.

EDUCATION & CERTIFICATIONS

MASTER OF ARTS IN SOCIAL SCIENCES | HUMAN RESOURCES MANAGEMENT

Taltech University | *In progress of finishing the dissertation*

4.8/5 GPA

BACHELOR OF ARTS IN SOCIAL SCIENCES | POLITICAL SCIENCE, SPECIALISTION IN POLITICAL COMMUNICATION

Tallinn University | 2010–2015

4.3/5 GPA