

Eric Chien

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TALENT LEAD | TALENT SYSTEMS BUILDER | GTM + TECHNICAL RECRUITING

Product-minded Talent Lead with 10+ years building and operating recruiting systems across venture-backed startups. Combines hands-on GTM and technical recruiting with structured intake, interview design, funnel optimization, AI-enabled workflows, and hiring-manager enablement. Known for entering ambiguous hiring environments, creating clarity, and improving hiring velocity without sacrificing candidate experience or decision quality.

Executive Impact Snapshot

- 22 hires in 3.5 quarters with 100% offer acceptance
- Reduced Software Engineering time-to-hire 33%, from 70 to 47 days
- Hired across Engineering (60%) and GTM / Business Functions (40%)
- Delivered 120+ placements across venture-backed startups
- Increased outbound response rates 25% through automation

Core Competencies

Full-Cycle Recruiting (Engineering, GTM, Operations) | Revenue Hiring (AE, BDR, CSM, Sales Engineering) | Hiring Manager Partnership & Calibration | Funnel Analytics & Reporting | Time-to-Fill Optimization | Structured Interview Design | Compensation Benchmarking & Offer Strategy | ATS & AI-Enabled Recruiting (Greenhouse, Ashby, SourceWhale) | Candidate Experience & Close Strategy

PROFESSIONAL EXPERIENCE

Talent Lead (Fractional / Embedded)

Nov 2024 - Present | Remote

- Build and scale hiring systems for early-stage teams, translating growth goals into structured execution
- Own hiring prioritization, role scoping, and success criteria across GTM and technical functions
- Design structured interview frameworks to improve signal quality and decision-making
- Stabilize pipeline hygiene, feedback loops, and recruiting operations to increase hiring velocity
- Engagements span executive search, GTM hiring, and recruiting operations stabilization.

Uproot Clean - DTC Ecommerce

Talent Lead (Fractional) | Jun - July 2026 | Remote

- Embedded for a three-week recruiting sprint to launch three priority searches: Creative Strategist, Retention Manager, and Video Editor.
- Translated evolving founder needs into calibrated role profiles, candidate criteria, interview plans, and structured decision frameworks.
- Built candidate preparation, scheduling, communication, and feedback workflows in Ashby; advanced searches into structured interviews and left behind a reusable hiring system.

Pallet - B2B SaaS (GTM Hiring / Recruiting Ops)

Talent Partner (Fractional) | April - May 2026 | Remote

- Stabilized GTM recruiting operations across active searches, addressing gaps in pipeline hygiene, interview loops, and feedback SLAs to improve consistency and decision velocity
- Built and activated targeted pipeline for PMM and Business Recruiter roles (50+ candidates in first 2–3 weeks), generating early-stage candidate traction (~15–16% response rate)
- Improved hiring manager alignment and decision-making by enforcing clear ownership, structured feedback, and consistent evaluation standards
- Rebuilt interview flow and candidate experience to reduce drop-off and support stronger close rates across active roles
- Led implementation of ModernLoop to standardize scheduling, increase interviewer utilization, and reduce coordination overhead
- Conducted 3 pre-offer reference checks within first 3 weeks, supporting final hiring decisions and offer-stage conversions

UpsellPlus - Shopify B2B SaaS

Talent Partner (Fractional) | Jan - April 2026 | Remote

- Led full-cycle Head of Growth search, partnering with founders to refine role scope and close a hire within ~8 weeks across a competitive candidate slate.
- Built and managed a 3-candidate final slate (operator vs. strategist profiles), enabling fast founder decision-making and clean process convergence.
- Built and activated targeted outbound pipeline aligned to revenue expansion goals

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- Designed structured interview framework to improve signal quality and decision clarity

Notabene - *Crypto compliance SaaS (B2B)*

Lead Talent Partner (Full-Time Contract) | Nov 2024 – Sept 2025 | Remote

- Partnered with Engineering, Compliance, and GTM leaders to deliver 22 hires in 3.5 quarters (100% offer acceptance)
- Reduced Engineering time-to-hire 33% (70 → 47 days) by driving structured intake, interview calibration, and decision velocity
- Owned 6–10 concurrent searches across technical and revenue-generating roles
- Built forward-looking GTM and technical pipelines to mitigate hiring risk during rapid growth
- Tracked and reported funnel health, time-to-fill, and stage conversion metrics to leadership
- Led compensation benchmarking and offer strategy to secure high-performing talent
- Leveraged AI-enabled sourcing and automation to improve signal quality and outreach efficiency while maintaining strong candidate experience

Lightricks - *Series-D Global Creative SaaS Platform (500+ FTEs)*

Recruiting Lead, US | June 2022 – Feb 2023 | Remote

- Partnered with Sales, Product, and Engineering leaders to hire critical U.S. GTM and technical talent during expansion
- Closed 10+ technical and revenue-generating hires supporting product growth and revenue initiatives
- Increased outbound response rates 25% through optimized sequencing and targeted sourcing
- Improved candidate quality 30% through structured interviews and performance-based calibration
- Strengthened hiring manager accountability through centralized funnel tracking and reporting

Studio - *Series-B SaaS Edtech Startup*

Founding Recruiter | July 2021 – May 2022 | Remote

- Led full-cycle hiring across Engineering, Product, Marketing, and Creative (Video Production) teams
- Reduced Software Engineering time-to-hire 50% through structured interview frameworks
- Partnered with founders to refine performance drivers, role scope, and hiring criteria
- Implemented structured scorecards and feedback loops to improve decision quality and close rates

Hunt Club - *Series-A Venture-Backed Recruiting Firm*

Senior Manager, Talent Operations & Strategy | Sep 2016 – June 2021 | Hybrid

- Delivered 120+ placements across Series A–D startups (Engineering, Data, GTM)
- Managed high-priority concurrent searches in fast-growth environments
- Reduced cost-per-hire 20% through sourcing optimization and intake clarity
- Conducted market mapping and compensation benchmarking for executive stakeholders

Talent Systems & Tools

ATS & Recruiting Operations: Ashby, Greenhouse, Lever, TalentWall, ModernLoop

Sourcing & Outreach: LinkedIn Recruiter, SourceWhale, Mixmax, NoonAI, Juicebox

Interview Intelligence: MetaView, BrightHire

AI & Automation: ChatGPT, Claude, Ashby AI, AI-enabled sourcing, workflow automation

Analytics & Productivity: Excel, Google Sheets, Notion, Motion, ClickUp; funnel and conversion analysis

Education

University of Illinois Urbana-Champaign — B.A., English