

PRESTON FRANKLIN

HR Operations | Workforce Systems | People Operations Coordinator

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PROFESSIONAL SUMMARY

Operations-minded Business Administration professional with hands-on experience across security supervision, business operations analysis, people operations leadership, and high-volume data operations. Builds scalable people systems that translate frontline workforce activity into executive-ready visibility — bridging onboarding, staffing coordination, compliance tracking, and process improvement into structured HR Operations thinking.

PROFESSIONAL EXPERIENCE

Security Supervisor

iidon Security Associates · 2023 – Present

- Supervise multi-shift security teams, owning daily staffing coverage, post assignments, and operational readiness across rotating schedules.
- Lead onboarding execution for new officers — documentation intake, system access, post training, and first-week operational orientation.
- Track attendance, compliance status, and incident documentation in centralized operational logs that give leadership a single source of truth.
- Partner with site leadership on workforce planning, escalations, and corrective-action coordination, ensuring documentation integrity for HR review.
- Identify recurring operational friction and propose process improvements adopted across the site — reducing onboarding delays and compliance follow-ups.

Business Broker / Operations Analyst

BOSS Global Advisors LLC · 2022 – Present

- Analyze business operations, financials, and workflow structure for SMB clients evaluating acquisition, transition, or operational restructuring.
- Build operational summaries, deal documentation, and process maps that translate complex business activity into clear, decision-ready visibility.
- Coordinate cross-functional touchpoints across owners, buyers, and advisors — managing timelines, documentation flow, and compliance-sensitive information.
- Develop repeatable analyst workflows (intake, valuation prep, due-diligence checklists) that standardize delivery across engagements.

People Operations Lead

Childcare Resource Services · 2021 – 2023

- Owned end-to-end onboarding for new staff — documentation, background and compliance verification, system access, and structured first-week orientation.
- Coordinated staffing operations across multi-site coverage, balancing scheduling, attendance, and credential compliance against fluctuating demand.
- Maintained employee records, training compliance, and credential tracking to meet regulatory and licensing requirements.
- Partnered with leadership on workforce planning, performance documentation, and corrective-action coordination across the team.

- Standardized onboarding checklists and HR documentation flows that reduced new-hire ramp time and missed compliance items.

Data Entry Specialist

ROI CX Solutions · 2019 – 2021

- Executed high-volume data entry and record processing against strict accuracy and service-level expectations in a customer operations environment.
- Maintained data integrity across operational systems — validating, correcting, and reconciling records used by downstream teams.
- Supported peer onboarding and on-the-job training as part of a structured ramp-up model.
- Contributed to internal process documentation that became reference material for new specialists.

PORTFOLIO PROJECT

PeopleOps Command Center — Workforce Operations Portfolio Platform

peopleopscenter.lovable.app · 2025

- Designed and built an enterprise-style HR Operations environment covering recruiting, onboarding, employee lifecycle, performance, engagement, training, compliance, and workforce analytics.
- Modeled workforce data, KPI clusters, and operational workflows to demonstrate systems-thinking across the full employee lifecycle.
- Structured the platform around executive-ready dashboards, process flows, and recruiter-facing operational narrative.
- Demonstrates capability in operational reporting, workforce visibility, compliance coordination, and process design.

EDUCATION

Bachelor of Business Administration (BBA)

University of the People · Expected August 2026

Associate of Business Administration

University of the People · 2026

Coursework: Organizational Behavior, Operations Management, Human Resource Management, Business Analytics, Project Management, Business Communication.

OPERATIONAL COMPETENCIES

Workforce Operations · Onboarding Execution · Staffing Coordination · Compliance Tracking · Operational Reporting · Process Improvement · Employee Lifecycle · Cross-Functional Coordination · Operational Leadership · Workforce Analytics · People Systems Thinking · Executive-Ready Documentation

TOOLS & PLATFORMS

HRIS / People Systems · Applicant Tracking Concepts · Scheduling & Workforce Tools · Microsoft Excel (operational reporting, trackers) · Google Workspace · Documentation & SOP authoring · Dashboard & KPI design.

ADDITIONAL INFORMATION

Open to relocation nationwide. Available for HR Operations, People Operations, Workforce Operations, Recruiting Operations, and Compliance Operations roles.