

Mandy Kutschied

Asheville, NC, USA | mandy@cupofcultureconsulting.com | [linkedin.com/in/mandykutschied](https://www.linkedin.com/in/mandykutschied)

Head of Human Resources, People Operations, Talent, and Culture

I design intentional cultures where humans thrive, and business grows. With 15+ years of progressive HR leadership experience across mission-driven startups, professional services, SaaS companies, and nonprofits, I've launched and scaled People functions, built inclusive systems, and led organizations through growth, transformation, and change. I bring the strategic lens of a founder, the systems thinking of a builder, and the empathy of a coach—translating values into action and action into people-centric and sustainable culture.

RELEVANT WORK EXPERIENCE

Cup of Culture Consulting LLC | Fully Remote | July 2024 - Present

Founder / Principal Fractional CHRO

Founded Cup of Culture Consulting, an LLC providing fractional CHRO and HR strategy services for mission-driven organizations, with a focus on organizational design, leadership development, and DEI initiatives

- Developed a comprehensive business plan, including service offerings, target market analysis, and a scalable growth strategy, positioning the firm as a trusted partner for nonprofits and socially conscious businesses
- Launched an official website (www.cupofcultureconsulting.com) and crafted a brand identity focused on building people-centric cultures and delivering strategic HR advisory services

The Fresh Perspective Group | Fully Remote | August 2024 - July 2024

Vice President of People / Founding Team Member

Launched the People function from the ground up at a remote, early-stage startup focused on simplifying Salesforce for nonprofits.

- Architected onboarding, performance, and benefits systems for a distributed team across the US and Canada; achieved 100% offer-to-onboarding conversion in the first 6 months
- Partnered with EOR (Deel Inc.) to ensure cross-border compliance and smooth international onboarding
- Integrated Greenhouse ATS, reducing recruiter admin time by 20% and improving candidate pipeline tracking
- Piloted tools like Cloverleaf to support team collaboration and inclusive decision-making

Exponent Partners | Fully Remote | September 2019 – August 2024

Vice President, Talent & Culture (June 2022 - August 2024)

Director of Talent & Culture (September 2019 - June 2022)

Led People Ops and DEIB at a mission-driven SaaS and consulting firm serving the nonprofit sector.

- Scaled team by 40% in 18 months; reduced time-to-fill by 35% through structured, inclusive hiring practices
- Launched performance management in Lattice, raising employee engagement scores by 25% YoY
- Delivered leadership dashboards on turnover, engagement, and diversity metrics, informing strategic decisions
- Co-led B-Corp certification improvements; increased overall score by 3.1 points and exceeded sector benchmarks in work environment category
- Executed an 18-state compliance strategy, reducing reporting errors and improving audit readiness
- Developed ESOP education and rollout plan, contributing to a 6% drop in turnover over two years

Warren Wilson College | Asheville, NC | February 2017 – September 2019

Director of Human Resources

Drove HR transformation at a liberal arts college committed to social responsibility and sustainability.

- Joined executive leadership within 6 months to guide workforce strategy through change and RIF initiatives
- Designed new recruitment and evaluation systems, cutting time-to-fill by 35% and saving 200+ hours/year
- Launched DEIB working group and initiated campus-wide engagement survey analysis

The Ordway Center for the Performing Arts | St. Paul, MN | August 2014 – February 2017

Human Resources Manager

Led people strategy for a premier performing arts institution, embedding equity and structure in a dynamic, unionized environment.

- Led HR operations for 200+ employees, including onboarding, compliance, and union contract negotiations
- Established equitable pay bands and transparency standards in collaboration with compensation consultants

Rust Consulting | Minneapolis, MN | April 2009 – August 2014

Human Resources Manager (April 2009 - March 2011)

Human Resources Specialist: Training & Dev. (March 2011 - June 2013)

Human Resources Generalist (June 2013 - August 2014)

Built and scaled people programs at a complex, compliance-heavy consultancy—elevating performance, reducing attrition, and coaching leaders nationwide.

- Implemented recognition, training, and onboarding programs, reducing attrition and time-to-productivity
- Coached department heads through performance and change issues across multiple US offices

EDUCATION & CERTIFICATIONS

St. Olaf College | Northfield, MN | 2002 - 2006

Bachelor of Arts (BA) - Theatre Major, Management Studies Concentration

Graduated cum laude with distinction in my major

Society for Human Resource Management (SHRM) | 02/2022 - Present

SHRM - SCP Certification (Senior Certified Professional)

CORE CAPABILITIES

- | | |
|---|---|
| ● Talent Strategy & Workforce Planning | ● Inclusive Hiring & DEIB Integration |
| ● North America HR Compliance (US + Canada) | ● Data-Driven People Analytics |
| ● Onboarding, Benefits & Offboarding Systems | ● Leadership Coaching & Executive Partnership |
| ● Performance Management & Engagement | ● International Hiring via EORs |
| ● HRIS Implementation & Tech Stack Optimization | ● AI-Enabled HR Process Improvement |

TECH STACK

Greenhouse | Lattice | Deel | Cloverleaf | Google Workspace | Slack | Microsoft 365 | Zoom | BambooHR | BreezyHR | ADP Workforce Now | Taleo | Halogen | Culture Amp | Globalization Partners | Paylocity | Paychex | QuickBooks | Sharepoint | Confluence | Jira | Salesforce