

## CASE STUDY

## Executive Search and Coaching for a High-Growth E-Commerce Company

### Introduction

Our client is a high-growth B2B E-Commerce site for door hardware and security inventory. Headquartered in Chicago, the company has 350 employees and eight distribution centers across the U.S. The client initially reached out to TalentRise in 2020 to fill a senior level human resources position reporting to the Chief Human Resources Officer (CHRO). The CHRO had been charged with building out the company's HR infrastructure, talent systems, and processes to support aggressive growth through acquisition.

### Managing the Task

To meet their strategic objectives, the company needed to hire a senior human resources leader who would ultimately serve as a successor to the CHRO.

The CHRO engaged TalentRise to conduct the search and find a hands-on leader who could offer strategic leadership, while also managing the company's critical, day-to-day HR functions and staff through a period of high growth and continuous change.

### Our Process / Approach

TalentRise deployed its proven executive search methodology to find and secure an ideal candidate for the position. As part of this process, the TalentRise team:

- Consulted with the CHRO and other key decisionmakers to fully understand the role, as well as the experience and qualifications needed for the best match
- Utilized the Predictive Index behavioral assessment tool to ensure alignment on the desired candidate profile and create a role-specific interview guide
- Leveraged 100+ channels to source high-quality passive and active candidates
- Pre-screened, interviewed, and assessed the hard and soft skills of interested candidates, then delivered feedback to the client regarding which individuals we recommended moving forward in the process
- Supported the interview-to-offer and hiring process to ensure the selection and hire of the very best candidate
- Provided "Fast Start" executive onboarding coaching for the first 90 days to set the newly hired leader up for success and accelerate their organizational culture and leadership team assimilation and time to full productivity

TalentRise successfully placed a highly qualified HR executive who was promoted within the first six months of her employment and again in 2023 to the company's top HR role as the former CHRO's successor. She has continued to grow and thrive in the organization through numerous organizational and key leadership changes.



## Conclusion

Since our initial success, the client has continued its partnership with TalentRise, collaborating with our team on several other business-critical leadership searches including:

Senior Vice President of Sales | Vice President of Supply Chain | Senior Director of Human Resources  
Director of Service Operations | Senior Human Resources Manager | Director of Human Resources

The HR executive we initially placed at the start of our partnership found TalentRise's coaching services so valuable that she has personally extended her work with our leadership coach to continue her own professional development as a senior HR leader.

## Executive Search Process



“Our organization has had the privilege of working with TalentRise on multiple projects over the past 2.5 years. TalentRise has been instrumental in helping us fill multiple key executive leadership roles in HR, Supply Chain Operations Management, and Sales.”

– CHRO

“Kristen Fox Lampert's coaching expertise played a vital role in accelerating my career, leading to notable growth and promotions within just a few months of our partnership. Her insightful leadership has not only shaped my trajectory within Banner Solutions but also highlighted the effectiveness of TalentRise's executive coaching and Fast Start Coaching programs.”

– Stephanie Heys

Senior Vice President, Human Resources



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