Brittany Jump

BRITTANY JUMP · PEOPLE OPERATIONS GENERALIST

Saratoga Springs, UT
(801) 473-1040
brittanybo@gmail.com
linkedin.com/in/brittany-jump-48423423b
brittanyj.haestus.dev

PROFESSIONAL SUMMARY

People Operations Generalist with 6 years at Chatbooks, a consumer tech company with a lean HR team, including nearly 3 years running the full employee lifecycle: onboarding, offboarding, payroll, benefits, HRIS, engagement surveys, and comp and performance cycles. Known for simplifying processes by building workflows, dashboards and AI-assisted tools (including a year of hands-on Claude Cowork) that save time and make the employee experience feel personal. Strong relationship builder with a sales background.

SKILLS & TOOLS

Onboarding and offboarding · Bi-weekly payroll (salaried and hourly) · Benefits administration · HRIS administration (Rippling) · Compensation and performance review cycles · Engagement surveys · Employee recognition programs · Recruiting support · HR compliance and documentation · Vendor evaluation and migration · Process and workflow design · AI and automation tools

Tools: Rippling · Notion · Slack · Google Workspace · Excel · Zoom · Awardco · Nectar · Claude Cowork and other AI assistants

EXPERIENCE

Chatbooks

Lehi, UT (Hybrid)

People Ops Generalist — Sep 2025 – Nov 2026

- Owned the full employee lifecycle, from onboarding and new hire orientation through offboarding
- Ran bi-weekly payroll for salaried and hourly employees, plus annual bonus payouts
- Administered benefits, payroll taxes and employee documentation in Rippling to stay compliant
- Coordinated annual compensation and performance review cycles
- Designed and launched the 2026 employee engagement survey
- Led the company's recognition platform migration from Awardco to Nectar
- Built an onboarding effectiveness dashboard with automated weekly syncs from Notion check-ins
- Led Six Weeks of Glory, the annual Q4 employee recognition campaign
- Planned company on-sites and events, including travel for employees flown in from across the country
- Supported recruiting and partnered with hiring managers through the hiring process
- Managed and delegated projects to an HR intern

People Ops Associate — Jul 2024 – Sep 2025

People Experience Coordinator — Jan 2024 – Jul 2024

Executive Assistant to the CEO and Executive Team — Jan 2022 – Nov 2026

- Partnered with the CEO on scheduling, priorities and follow-through
- Produced weekly company-wide Town Halls: built the deck, prepped presenters and ran the tech
- Supported nine executives and the co-founder with scheduling, events and communications

Customer Service Specialist (Part-time) — Oct 2020 – Jan 2022

- Supported customers by email and phone while consistently exceeding productivity targets

Role eliminated in a company restructure, November 2026.

Progrexion

Utah

Customer Service Sales Representative — May 2012 – Oct 2016

- Named Employee of the Year among 300+ agents for top YTD sales and exemplary QA scores

VOLUNTEER LEADERSHIP

Women Tech Council · Board Member. Mentoring young women through the SheTech program.

Westlake Youth Football League · Board Registrar. Ran league registration and built a handoff playbook to train my successor.

EDUCATION & CERTIFICATIONS

SHRM-CP (in progress) · Rippling Certified (HRIS) · Google Workspace Certified · Leyland AI course, Level 2 (2026)

Dixie State University & Utah Valley University · Family and Consumer Sciences · Collegiate athlete, Cheer Captain