BRIDGETTE HORACK

Freelance Operational Support Services

Program Management · Employee Engagement · DEI Operations · Event Execution

Bridgette@fndmntlops.com| Los Angeles, CA | linkedin.com/in/bridgette-horack

CAPM Certified · PMI · 2026

WHO I AM

Operations is the connective tissue that makes everything else work.

With 13+ years spanning administrative support, program management, and DEI operations at Riot Games and Nestlé Purina, I bring structure, clarity, and momentum to organizations navigating complexity. I specialize in building systems that scale — from ERG communities of 1,200+ to 700-person conferences.

13+
Years Experience

1,200+
ERG Members Supported

700+
Event Attendee Scale

8
ERGs Managed at Riot

SERVICES

What I Can Do For You

Program & Project Management

End-to-end ownership of initiatives — planning, milestone tracking, cross-functional coordination, and reporting.

Employee Engagement Programs

Design and execute engagement strategies, ERG programming, onboarding experiences, and culture activations.

Event & Conference Production

Full-cycle event management from intimate 35-person offsites to 700+ conferences — logistics, vendors, staffing.

DEI & Inclusion Operations

Build or scale ERG infrastructure, draft charters, onboard executive sponsors, and develop inclusive programming.

Operations & Process Improvement

Audit current workflows, build repeatable frameworks, implement tools (Notion, Airtable, Asana), and reduce overhead.

Executive & Admin Support

Strategic EA/Chief of Staff support — calendar management, stakeholder comms, travel, reporting, and special projects.

EXPERIENCE

RIOT GAMES

People Program Manager

2022 – 2025

- Managed 8 ERGs (1,200+ members) including launching 2 from scratch
- Built global inclusion strategy across EMEA & APAC regions
- Owned annual DEI programming aligned to organizational strategy
- Managed budgets, vendor relationships & cross-functional execution

RIOT GAMES

Administrative Assistant II

2018 – 2022

- Supported Sr. Director of Technical Operations & GM
- Coordinated 20+ quarterly technical reviews & planning sessions
- Oversaw office engagement, vendor management & large-scale events
- Cultural ambassador for St. Louis Engineering Office

NESTLÉ PURINA

Administrative Assistant

2013 – 2018

- Managed end-to-end logistics for national Sales conferences
- Supported Veterinary Marketing & Sales teams
- Streamlined scheduling processes, reducing coordination time

ENGAGEMENT MODEL

Flexible Engagements Built Around Your Needs

Retainer

10–20 hrs/month

Ongoing operational support with consistent availability. Best for companies needing a steady operational partner.

Project-Based

Scoped by deliverable

Defined scope, timeline, and outcome. Ideal for event production, ERG launches, or process improvement projects.

Fractional

Part-time, ongoing

Act as a part-time People Ops or Operations Manager. Attend standups, lead initiatives, embedded in your team.

One-Time

Consulting or audit

Workflow audits, ERG assessments, event plans, or a single deliverable. No long-term commitment needed.

All engagements include an initial 30-minute discovery call at no cost.

WHO I WORK WITH

You're a great fit if...

- You're a startup or growing company without full-time People Ops staff
- You need a fractional COO or Chief of Staff during a growth phase
- You're a founder or exec spending too much time on operational tasks
- You're launching or rebuilding an ERG program or DEI initiative
- You have a high-stakes event and need an experienced producer
- Your team has great ideas but needs someone to build the systems

Industries & Contexts

- Tech & Gaming Companies
- Media & Entertainment
- Startups (Series A–C)
- Nonprofit & Social Impact
- Agencies & Creative Studios
- HR & People Teams
- Corporate DEI Programs
- Executive Leadership Teams

TOOLS & CREDENTIALS

Tools & Platforms

Project Management

Notion · Airtable · Trello · Asana

Communication

Slack · Zoom · Microsoft Teams

Office & Productivity

Google Workspace · Microsoft Office Suite

Other

Concur · Envoy · Workday

Certifications & Education

Certified Associate Project Manager (CAPM)

PMI · 2026

Business Leadership Certificate

Western Governors University · 2025

Diversity & Inclusion Certificate

Cornell University · 2021

Let's work together.

Ready to bring structure, momentum,
and heart to your operations?

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Book a Free Discovery Call →