

MICHAEL RAK JR.

People Operations · Systems & Internal Tools · AI-Native Operator

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SUMMARY

I'm a People Operations and Systems leader with over 10 years in operations across high-growth startups, a public company, and now a brand inside Unilever. Along the way I've been through a NYSE IPO and three acquisitions. What makes me a little different is that I build the software my team needs instead of waiting on engineering: full-stack apps, live dashboards, and automation that I ship to production myself. I know People Operations and multi-state compliance deeply, I'm just as comfortable on a scrappy startup team as I am in a large corporation, and I lean on AI heavily to move fast.

CORE COMPETENCIES

People Operations & HR: Onboarding & Offboarding · Multi-State Payroll & Comp Ops · Benefits Admin (Medical, Dental, STD, Life, 401k) · Leave & Family Benefits (Sparrow, Carrot) · Multi-State Compliance · HRIS Administration (Gusto, Rippling)

AI & Automation: AI-Assisted Development (Cowork, Claude Code, Artifacts, Skills) · MCP System Connectors · Prompt Engineering · Agentic Workflows · AI Enablement & Change Management · Process Automation

Systems & Engineering: Google Cloud (Cloud Run, GCS, BigQuery, Cloud Functions) · Google Maps / Places API · Notion API · Branded HTML Email · Next.js / React · SQL · Auth & RBAC (Identity-Aware Proxy, Clerk) · CI/CD & GitHub

Platforms & Tools: Rippling · Gusto · ADP · Carta · Guideline · NetSuite · SAP · Ramp · Bill.com · Jira · Asana · Notion · Slack · Mosey

PROFESSIONAL EXPERIENCE

Grüns Remote

2026 – Present

People Operations

- Lead People Operations and analytics for a fast-scaling, venture-backed wellness brand that was **acquired by Unilever in 2026**; own onboarding, offboarding, access management, and IT asset lifecycle for a distributed, multi-state team.
- Run **multi-state payroll, benefits, and leave administration** end to end on Gusto: bi-weekly payroll, medical / dental / STD / life / 401(k) enrollment and qualifying-life-event changes, the Carrot family-forming benefit, and full leave management through our partner Sparrow, including coordinating state PFML / PFL top-ups so people get their full pay.
- Build and ship the internal software stack myself:** a self-service onboarding and access-request system, live people-ops dashboards that pull Slack, Gmail, Asana, Gusto, and Ramp together through MCP connectors, an IT asset system, lifecycle automation, and people-function scorecards that turn raw HR and payroll data into something leadership can act on.
- Deploy these tools straight to production on **Google Cloud (Cloud Run, BigQuery)** without an engineering team, and lead AI-native enablement across the company.

Mosey, Inc. Remote (Denver, CO)

Jun 2024 – 2026

Operations Manager

- Built and scaled **tax-registration workflows across all 50 states** (Withholding, Unemployment, PFML, Workers' Compensation) for the compliance platform later acquired by Gusto, raising process reliability and capacity.
- Managed a vendor-agent network delivering compliant, on-time execution of client payroll-tax requests, and translated emerging state/local requirements into clear SOPs and guidance.
- Developed and launched a premium "managed account" model**, improving ACV, client retention, and time-to-close.

Fathom Radiant Boulder, CO

Jul 2022 – May 2024

Operations Manager

- Led cross-functional oversight across **HR, Finance, IT, and Facilities** for a frontier AI-hardware company; introduced repeatable, cross-departmental SOPs to streamline internal operations.
- Owned benefits design and implementation (**ICHRA, FSAs, equity distribution**), partnering with external providers to optimize employee experience and legal compliance.
- Managed corporate compliance documentation, contracts, and IP filings, interfacing with legal teams to ensure audit readiness.

Datto, Inc. Norwalk, CT

Sep 2017 – Mar 2022

Operations Manager

- Directed IT asset lifecycle and compliance tracking **through Datto's NYSE IPO and \$6.2B acquisition**, ensuring alignment with SOC and SOX protocols.
- Designed and ran the annual employee hardware budget and technology-spend program**, negotiating vendor pricing and recycling "buy-back" programs to fund future costs; owned end-to-end onboarding and offboarding (IT, access, space, equipment).

SELECTED BUILDS

New-Hire Onboarding Platform (self-service access provisioning across Gusto, Gmail, Ramp & Slack) · **People Ops Command Center** (six systems unified via MCP; privacy-first) · **IT Asset Management System** (deployed to Google Cloud Run) · **Company Offsite Platform** (Next.js on Cloud Run; Google Maps / Places, branded HTML email, GCS with optimistic concurrency)