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TIA HENDERSON, MS

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Operations-focused HR Generalist with **3+ years of progressive HR experience** supporting **distribution, warehouse, manufacturing, and regulated multi-site environments**. Trusted partner to operations leaders, supervisors, and frontline managers on **employee relations, performance management, onboarding, safety compliance, and HR operations**. Known for maintaining **audit-ready documentation**, supporting **union and non-union workforces**, and delivering **data-driven HR solutions** that improve retention, compliance, and workforce readiness.

Location

Pennsauken, NJ

Phone

Email

Core Competencies

HR Distribution
Operations, Employee Relations & Investigations,
Warehouse & Driver Workforce Support,
Performance Management & Progressive Discipline
Onboarding & New-Hire Orientation
Safety & Compliance Support (OSHA)
OSHA 300 Log Documentation & Audits
Leave & Attendance Administration (FMLA, ADA, PTO)
Policy Interpretation & Consistent Application
HRIS Integrity & Workforce Reporting,
Labor & Union Relations Manager & Supervisor Coaching

Experience

6/2025- 12/2025 (Part Time)

HR & Talent People Business Partner | The Travel Agency | New York, NY

- Provide HR Generalist support for **230+ employees** across multi-site operations.
- Lead end-to-end investigations involving conduct, harassment, discrimination, retaliation, and policy violations.
- Partner with leaders on **progressive discipline**, performance improvement plans, and risk-based ER decisions.
- Maintain confidential ER case files and HRIS documentation; improved data accuracy by **18%**.
- Provide ER trend reporting and recommendations to senior HR leadership.

5/2024- 11/2024 (Regional RIF'd)

Human Resources Manager| Chord Specialty Dental Partners | NJ, PA, DE

- **Led HR operations and employee relations for 350+ employees** across 30+ locations.
- Managed high-risk ER cases and coached leaders through compliant, equitable outcomes.
- Interpreted policies and employment laws to ensure consistent application across sites.
- Increased benefits engagement by **12%**, reducing ER escalations related to benefits confusion.
- Built dashboards tracking ER volume, case types, and compliance exposure.

12/2023- 2/2024 (Contract) — Manufacturing/Distribution Environment

HR Generalist | HP Hood LLC | Philadelphia, PA

- Supported HR operations for **242 union and non-union employees** in a 24/7 production environment.
- Partnered with leaders and shop stewards on attendance, leave, and conduct-related issues.
- Conducted Kronos audits improving payroll accuracy by **8%**.
- Supported investigations and documentation aligned with labor agreements and employment law.
- Coached employees and managers on **FMLA, ADA, PTO, and return-to-work compliance**.
- Maintained audit-ready ER and HR documentation (UKG UltiPro)

2/2023- 4/2024 (Contract) — Distribution & Warehouse Operations

HR Generalist | Samuel Seafood | PA, NV, FL

- Delivered HR Generalist support for **500+ employees** across warehouse, driver, and production teams.
- Assisted with grievance intake, documentation, and resolution support in a labor-intensive environment.
- Ensured consistent enforcement of attendance, conduct, and safety policies.
- Increased early retention by **15%** through improved onboarding and manager alignment.
- Maintained HRIS accuracy across multi-state operations.

12/2021- 1/2023 (Acquired by Healing Partners)

HR Administrator | Wound Healing Solutions | NJ, NY, PA, MD, OH, WV, DE

- Supported HR operations for **250+ employees** across **NJ, PA, DE, MD, and WV**.
- Assisted with investigations, corrective action documentation, and personnel file audits.
- Reduced onboarding and documentation delays by **20%** through workflow improvements.
- Maintain confidential, audit-ready employee records in a regulated environment.

Education

Master of Science, Health Administration (MSHA) — Saint Joseph's University

Bachelor of Science, Public Health — Stockton University
Professional in Human Resources (PHR)- HRCI, June 2026

Key Business Impact & Metrics

- Improved onboarding and HR compliance documentation accuracy by **18–20%** through standardized audits and workflow optimization.
- Increased early employee retention by **15%** via structured onboarding, safety-focused orientation, and manager coaching.
- Reduced onboarding and workforce readiness delays by **20%**, accelerating time-to-productivity in warehouse and distribution roles.
- Maintained **100% accuracy** in **OSHA 300 incident log documentation** in safety-sensitive environments.
- Improved payroll and timekeeping accuracy by **8%** through Kronos audits and corrective process training.