**Lourdes Hernández**

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# Summary

Results-oriented Human Resources professional with progressive experience in employee relations, full-cycle recruitment, and HR generalist functions across retail and corporate environments. Proven ability to manage daily HR operations, resolve complex employee issues, and successfully meet staffing needs while fostering positive workplace cultures. Adept at interpreting policy, coaching leadership, and ensuring a fair and respectful environment for all team members.

# Experience

**Staples**

**Human Resources Manager Aug 2023 - present**

* Provided dedicated HR generalist support for a 40-person retail store team, managing daily employee relations, full-cycle local recruitment for all store positions, new hire onboarding, and performance management processes.
* Acted as the first point of contact for all on-site employee relations issues, effectively resolving associate concerns, coaching store leadership on HR policies and best practices, and fostering a positive, customer-focused store culture.
* Successfully managed end-to-end recruitment for store roles (e.g., Sales Associates, Print & Marketing Services, Inventory Specialists), consistently meeting staffing needs and developing a welcoming onboarding program to quickly integrate new team members.
* Ensured accurate maintenance of employee records, supported payroll processing by verifying timekeeping, and guided employees on benefits enrollment and leave requests.

**Amazon**

**Employee Relations Specialist Nov 2021 – Aug 2023**

* Provided daily expert guidance and coaching to frontline managers and site leadership on a wide range of employee relations issues, including disciplinary actions, conflict resolution, and attendance management, improving manager confidence and consistency in policy application across supported teams.
* Interpreted and applied Amazon's HR policies and employment law, effectively resolving disputes and mitigating risks while ensuring a fair and respectful work environment for all employees.

**Associate Recruiter Aug 2020 - Nov 2021**

* Sourced and screened hundreds of candidates monthly for high-volume roles, utilizing various online platforms and Amazon's internal tools to build a robust talent pipeline.
* Coordinated a significant volume of interview schedules between candidates and hiring teams, ensuring a seamless, positive experience while meticulously maintaining accurate data in the Applicant Tracking System (ATS).
* Consistently met or exceeded ambitious weekly targets for candidate progression in a dynamic, metrics-driven environment, quickly adapting to evolving hiring needs and priorities.

**Bank of America**

**Human Resources Intern Jun 2020 – Aug 2020**

* Assisted the talent acquisition team by posting job requisitions, screening resumes, and scheduling interviews for various corporate and branch positions.
* Supported the new hire onboarding process by preparing orientation materials, verifying employment documentation, and ensuring a smooth first-day experience for incoming associates.
* Coordinated interview logistics between candidates and hiring managers, ensuring timely communication and a positive candidate journey.
* Helped maintain the Applicant Tracking System (ATS) by accurately updating candidate statuses and ensuring data integrity.

# Education

Bachelor of Arts, Human Resources and Relations, University of Phoenix (2020)