

## SR. HR GENERALIST - EMPLOYEE RELATIONS

### Summary

Empathic Human Resource professional striving to navigate life and work with kindness, compassion, and love. High level of emotional intelligence and self-awareness forms a unique ability to stay grounded and present to collaborate with individuals of all levels to resolve complexities that arise as humans from differing backgrounds, values, and motivations come together. Strong desire to serve as a Partner in a progressive, innovative organization that recognizes the true value of humans working collectively towards a common purpose.

### Highlights

- 7 total years of experience in HR
- 7 years of experience in Healthcare industry - specifically Laboratory services
- 4 years of experience in a Generalist / Business Partner role
- 2 years of experience in a high volume, complex Employee Relations Specialist role servicing multi-state client groups
- 4 years of experience identifying needs, crafting and delivering training with appropriate follow-up
- 6 years of experience in employee engagement, compensation, policy development and interpretation, creating strategic action plans, performance management, managerial coaching
- 6 years of experience diagnosing, resolving, and monitoring employee relations issues

### Experience

08/2014 to 02/2016

Sr. HR Generalist - Employee Relations Charter Spectrum - Carrollton, GA

- Served as a virtual member of the Employee Relations team responsible for a high volume caseload of complex employee relations issues serving Employees, Supervisors, Managers, and Directors across the organization (40,000 employees) from East to West Coast
- Caseload primarily consisted of conducting investigations, terminations, leveraging performance management, managerial and supervisory coaching, and resolving leave, disability, and ADA concerns
- Provided coaching to internal HR customers regarding employee relations policies
- Served as a reviewer and approver of other team members' investigations and terminations
- Participated in peer review process by preparing Supervisor / Manager / Director for panel presentation; may also serve as a presenter of information to panel
- Member of project team tasked with creating knowledgebase articles regarding Company policies to serve as repository of information in Case Management system during reorganization from stand alone HR functional groups into Shared Services Model

11/2009 to 08/2014

Senior Human Resource Generalist / Human Resource Generalist Quest Diagnostics - City, STATE

Served as a Human Resource Generalist from November of 2009 through April 2012 and was promoted to a Senior Human Resource Generalist in April of 2012, serving through August of 2014.

Held similar job responsibilities in both roles:

- Served as a credible Business Partner to two client groups in three separate locations in Dallas totaling 200+ employees
- Held Monthly HR / Manager Partnership Meetings for opportunity to discuss issues, communicate initiatives, discuss action plans, leverage training
- Partnered with all levels of Leadership team for both client groups on complex employees relations issues, performing root cause diagnosis, recommending appropriate actions, follow-up and control and monitoring measures after execution, and tracking trends manually
- Partnered with Leadership to implement and execute on strategic action plans in response to Employee Survey Feedback in which measurable results of improvement were obtained year over year
- Partnered with Leadership team to identify areas of opportunity in leadership capacity and skill and in response, developed and implemented multiple training programs including "Managing a Difficult Employee", "Group Lead Training", "Building Trust", etc.
- Performed compensation review and analysis of 100+ employees, created presentation and obtained buy-in from Leadership to execute on over 50 compensation changes
- Facilitated numerous company programs and initiatives including but not limited to Affirmative Action Plans, Annual Enrollment, Blueprint for Wellness, Recognition Programs, Employee Survey, and Annual Review Process
- Leader of Employee Wellness Program as well as Social and Community Responsibility Initiative facilitating the success of 30+ committee members across two locations
- Fully responsible for implementing and executing on successful recruitment practices throughout both client groups
- Maintained Employee Records including employee files, recruitment files, and investigation files; submitted transactional changes to separate team for processing

09/2008 to 11/2009

Human Resource Coordinator Quest Diagnostics - City, STATE

- Maintained all Employee Records, submitted transactional changes to be processed
- Answered basic employee questions regarding policy, benefits, company initiatives
- Responsible for recruitment practices for entry-level positions
- Tasked with cleaning up all employee files, sending terminated employee paperwork to storage company

#### Education

2013

Masters : Organizational Behavior and Human Resource Development Abilene Christian University - City , State

Certificate in Conflict Resolution

Licensed to mediate in State of Texas

2008

Bachelors : Organizational Behavior and Human Resource Management University of North Texas - City , State

Minor in Applied Behavior Analysis

#### Certifications

PHR

#### Skills

Proficient in Microsoft Office Products, Kronos Timekeeping System, PeopleSoft HRIS System, Business Objects Reporting Tool, HodesIQ applicant tracking system