

PATRICIA CHAMP

Senior Employee HR Generalist

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New York, NY



PROFESSIONAL SUMMARY

Experienced Senior Employee HR Generalist with expertise in employee relations, conflict resolution, and organizational development. Skilled at managing workplace disputes, promoting a positive work culture, and ensuring legal compliance. Proven track record in improving employee engagement and retention rates.

EDUCATION

B.A. in Human Resources Management

University of New York, NY

Graduated May 2014

Certifications

- SHRM-CP (Society for Human Resource Management - Certified Professional) | June 2016
- HRCI - PHR (Professional in Human Resources) | January 2015

SKILLS

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|-----------------------------|--------|
| Employee Relations | Expert |
| Conflict Resolution | Expert |
| Organizational Development | Expert |
| HR Policies & Procedures | Expert |
| Labor Law Compliance | Expert |
| Employee Engagement | Expert |
| Performance Management | Expert |
| Training & Development | Expert |
| HRIS Systems (Workday, SAP) | Expert |
| Mediation & Negotiation | Expert |

LANGUAGES

- Fluent in Spanish and English

EXPERIENCE

2018 - Now

Senior Employee HR Generalist

Thompson Corp. / New York, NY

- Manage employee relations, addressing workplace grievances and implementing conflict resolution strategies that reduced complaints by 30%.
- Develop and roll out employee engagement programs that led to a 15% increase in retention and overall job satisfaction.
- Facilitate mediation sessions between employees and management, resolving issues related to performance, interpersonal conflicts, and policy violations.
- Implement a series of training sessions on HR compliance, harassment prevention, and diversity and inclusion, resulting in improved employee relations and compliance rates across the company.

2014 - 2018

HR Generalist

Tech Innovations Inc. / New York, NY

- Provided support in handling employee relations issues, resolving over 100 employee complaints related to workplace policies, harassment, and performance management.
- Assisted in the development of HR policies and procedures, contributing to a more streamlined and compliant HR department.
- Conducted exit interviews and analyzed data to identify key factors contributing to employee turnover, leading to the implementation of targeted retention programs.

VOLUNTEERING

HR Consultant for a local non-profit organization providing job readiness programs to youth.