JULIAN MERCER

EMPLOYEE RELATIONS SPECIALIST

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Employee Relations Specialist with 8+ years investigating workplace concerns, coaching managers, and resolving conflict in retail, healthcare, and technology settings. Applies policy fairly, documents thoroughly, and helps teams recover trust after difficult cases.

PROFESSIONAL EXPERIENCE

Employee Relations Specialist Jan 2024 - Present
Amazon, Seattle, WA

- Investigate about 70 employee concerns a year, including harassment, discrimination, and policy violations, and close most within 30 days.
- Interview complainants, witnesses, and respondents, and write investigation reports that Legal reviews without major revisions.
- Coach 50 managers on documentation and difficult conversations, reducing repeat cases in their teams by about 20%.
- Analyze case trends by site and issue type and shared findings with leadership, leading to two targeted training sessions.
- Partner with Legal and HR business partners on terminations and final warnings, keeping decisions consistent with precedent.

HR Specialist, Employee Relations Jun 2021 - Dec 2023
Providence Health, Renton, WA

- Handled grievances and discipline cases for nurses and support staff under union agreements, working with labor relations.
- Mediated 35 workplace conflicts between coworkers and supervisors, with most pairs reporting improved collaboration afterward.
- Completed investigations into patient care and conduct concerns with clear findings and recommended corrective actions.
- Delivered respectful workplace training to 400 employees and revised the code of conduct acknowledgment process.

HR Generalist Aug 2018 - May 2021
Nordstrom, Seattle, WA

- Advised store managers on attendance, performance, and leave questions for a district of 11 stores.
- Documented employee conversations and corrective actions in the case system, supporting two successful unemployment claim responses.
- Resolved wage and scheduling complaints with payroll, correcting 20 pay errors within one pay period.
- Ran exit interviews and summarized themes for district leaders, which informed a new manager training program.

CORE SKILLS

Workplace investigations | Conflict resolution | Employee relations | Mediation | Manager coaching | Disciplinary processes | Labor relations | Employment law basics | Case management | Documentation | Policy interpretation | Trend analysis | Confidentiality | Interviewing

EDUCATION

B.A. in Human Resources Management, Seattle University, Seattle, WA

CERTIFICATIONS

SHRM Senior Certified Professional (SHRM-SCP) | Certified Workplace Investigator Training | Professional in Human Resources (PHR)