JULIAN MERCER

HR MANAGER

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PROFESSIONAL SUMMARY

HR Manager with 10+ years in healthcare and retail, supporting 850 employees across clinical and administrative teams. Resolves employee relations cases, runs hiring and onboarding, and keeps compensation, leave, and compliance practices accurate. Gives managers clear guidance and employees fair, documented outcomes.

PROFESSIONAL EXPERIENCE

Human Resources Manager Jun 2023 - Present
Kaiser Permanente, Oakland, CA

- Partner with 28 department leaders supporting 850 employees, covering employee relations, performance, and workforce planning.
- Resolved about 60 employee relations cases a year, with fewer than 5% escalating to formal complaints or external agencies.
- Reduced time to fill clinical support roles from 52 to 38 days by agreeing on job profiles and interview panels with hiring managers in advance.
- Lowered first-year turnover for medical assistants from 27% to 19% by introducing 30-60-90 day check-ins with managers.
- Led annual compensation reviews for 14 job families and flagged 22 pay equity gaps, which were corrected in the next cycle.
- Trained 40 managers on interviewing, documentation, and leave rules, using real case scenarios.

Human Resources Generalist Aug 2019 - May 2023

- Managed FMLA, CFRA, and ADA accommodation requests for 600 employees, with all cases decided within required timelines.
- Ran new hire orientation for 350 employees a year and raised 90-day completion of required compliance training to 98%.
- Investigated harassment and attendance complaints, writing findings reports that supported 17 corrective actions.
- Cleaned up the HRIS records for 1,100 employees in Workday, correcting job codes and reporting lines before the annual merit cycle.

HR Coordinator Jul 2016 - Jul 2019
Gap Inc., San Francisco, CA

- Supported recruiting and onboarding for 180 corporate and distribution center hires a year, including scheduling interviews and background checks.
- Processed benefits enrollment changes and answered about 40 employee questions a week through the HR helpdesk.
- Prepared monthly headcount and turnover reports for HR leaders in Excel, replacing a manual process.

CORE SKILLS

Employee relations | Workplace investigations | FMLA, CFRA, and ADA administration | Recruiting and onboarding | Compensation analysis | Performance management | Workday HRIS | Labor and employment law | HR metrics and reporting | Manager coaching | Benefits administration | Workforce planning | Conflict resolution

EDUCATION

Bachelor of Arts in Psychology, San Jose State University, San Jose, CA

CERTIFICATIONS

SHRM Senior Certified Professional (SHRM-SCP), SHRM | Professional in Human Resources (PHR), HR Certification Institute