JULIAN MERCER

HUMAN RESOURCES GENERALIST

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PROFESSIONAL SUMMARY

Human Resources Generalist with 7+ years supporting employee relations, onboarding, benefits, and compliance for 800-person technology and professional-services teams. Resolves issues fairly, keeps records accurate, and turns people data into practical improvements for managers.

PROFESSIONAL EXPERIENCE

Human Resources Generalist Apr 2021 - Present
Salesforce, San Francisco, CA

- Serve as the day-to-day HR contact for 420 employees across two product organisations, answering policy, leave, and pay questions within one business day.
- Investigate and document employee relations concerns with legal and HR leadership, closing 90% of cases within 21 days using consistent, fair process.
- Partner with managers on performance conversations and improvement plans, coaching more than 60 first-time managers through difficult discussions.
- Run the semi-annual review cycle for 420 employees, reaching 98% on-time completion through reminders, manager guides, and weekly status reports.
- Audit new-hire files and Workday records each quarter, correcting errors that cut payroll corrections by 35% and improving audit readiness.
- Analyse turnover and engagement survey data to brief leaders, helping one team lower regretted attrition from 16% to 11% in a year.

HR Coordinator Jul 2018 - Mar 2021
Deloitte, Chicago, IL

- Coordinated onboarding for 180 new hires a year, scheduling orientation, equipment, and system access so 96% were ready on day one.
- Administered leave of absence and accommodation requests with benefits and legal partners, keeping notices accurate and deadlines met.
- Managed open enrolment communications and vendor questions for 2,300 employees, resolving 95% of benefits tickets within three days.
- Maintained job descriptions, offer letters, and policy handbooks, updating 40 documents after changes to state employment rules.
- Prepared monthly headcount, vacancy, and training-completion reports that business leaders used in workforce planning meetings.

HR Assistant Aug 2016 - Jun 2018
Kforce, Chicago, IL

- Supported a 120-person branch with new-hire paperwork, background-check coordination, and I-9 verification handled under strict deadlines.
- Responded to employee questions on payroll, time-off, and benefits, escalating complex cases to HR managers with clear case notes.
- Scheduled interviews and tracked candidate status in the applicant system, helping recruiters fill 70 roles per year.
- Organised wellness and recognition events each quarter, raising participation in company programs from 38% to 55%.

CORE SKILLS

Employee relations | Onboarding | Benefits administration | Leave management | Performance management | HR compliance | Workday | HRIS data accuracy | Policy writing | Investigations | Manager coaching | Engagement analytics | Payroll coordination | Confidentiality

EDUCATION

B.S. in Human Resource Management, University of Illinois Urbana-Champaign, Champaign, IL

CERTIFICATIONS

SHRM Certified Professional (SHRM-CP) | PHR certification