

Carmen Lewis

Experienced employee relations specialist with seven years resolving workplace conflict, managing investigations, and supporting policy enforcement. Passionate about fair, respectful workplaces.

 Kansas City, MO 64106

 (555) 678-9014

 carmen.lewis@example.com

 LinkedIn

KEY SKILLS

- Conflict resolution
- Conduct investigations
- Disciplinary procedures
- HR policy advisement
- Union negotiation support

CERTIFICATIONS

- Workplace Investigations Certificate, SHRM

PROFESSIONAL EXPERIENCE

EMPLOYEE RELATIONS SPECIALIST | ALLIED MANUFACTURING, KANSAS CITY, MO

SEPTEMBER 2019 – PRESENT

- Handled 100+ workplace investigations with a 92% resolution satisfaction rate
- Trained 30+ managers in handling performance concerns and disciplinary action
- Supported union negotiations during annual labor agreements

HR GENERALIST | HEARTLAND FOODS, KANSAS CITY, MO

JULY 2015 – AUGUST 2019

- Co-developed updated code of conduct used across 10 locations
- Advised HR Business Partner (HRBP) team on risk mitigation in employee cases
- Helped reduce ER case escalation by 25%

EDUCATION

- Bachelor of Arts in Psychology
University of Missouri, Kansas City, MO