MM

Margaret Martin

HR Business Partner

HR business partner with 6 years of experience in employee relations investigations, FMLA and ADA compliance, and performance management across manufacturing and logistics organizations. Cut compliance policy errors by 40% by rewriting 14 FMLA and ADA procedures and adding quarterly audits in Workday. Holds the Professional in Human Resources credential and works across Workday, BambooHR, and Tableau.

CONTACT INFORMATION

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EDUCATION

- BSBA in Human Resource Management

  West Virginia University, Morgantown, WV | 2016 - 2020

KEY SKILLS

- Workday
- BambooHR
- Tableau
- Microsoft Excel
- Employee Relations Investigations
- FMLA and ADA Compliance
- EEOC Regulations
- Performance Management
- COBRA Administration
- OSHA Compliance
- Conflict Resolution

PROFESSIONAL EXPERIENCE

HR Business Partner | Gauley River Manufacturing Group, Rainelle, WV
2023 - Present

- Cut compliance policy errors by 40% in 9 months by rewriting 14 FMLA and ADA procedures and adding quarterly audits in Workday.
- Resolved 29 workplace disputes over 18 months through formal investigations, documenting findings in BambooHR and closing each case within an average of 11 days.
- Partnered with 4 department heads to align performance management cycles with business objectives, covering a workforce of 430 employees.
- Lowered employee complaints from 114 to 71 per year by launching a confidential intake portal and training 8 front-line supervisors on early intervention.

HR Generalist | Bluestone Creek Services LLC, Princeton, WV
2021 - 2023

- Investigated and closed 18 workplace disputes per year, maintaining an average resolution time of 9 days per case.
- Drafted updated EEOC and OSHA compliance policies that cut documentation errors from 46 to 34 per quarter.
- Coordinated annual open-enrollment communications for 310 employees, fielding 87 benefit-related inquiries within 48 hours each cycle.
- Built Tableau dashboards tracking complaint trends by department, enabling leadership to target repeat issues and lower formal employee complaints from 91 to 64 per year.

HR Coordinator | New River Valley Logistics Inc., Beckley, WV
2020 - 2021

- Processed employee relations intake forms and routed 63 complaints to the correct investigators within 24 hours of receipt.
- Maintained HRIS records in Workday for 275 employees, ensuring ADA accommodation files met federal audit standards.
- Assisted with 3 COBRA compliance reviews, correcting 17 notice-timing errors before the annual external audit deadline.

CERTIFICATIONS

- Professional in Human Resources, HR Certification Institute | 2022