

MAYA THOMPSON

HUMAN RESOURCES GENERALIST

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Professional Summary

Human Resources Generalist with 7+ years of experience supporting multi-state workforces in technology and professional-services environments. Trusted partner to employees and managers across the full employee lifecycle, including recruiting, onboarding, benefits, employee relations, performance management, and compliance. Known for translating people data into practical programs that improved retention by 16%, shortened time-to-fill by 11 days, and sustained 98% HRIS data accuracy.

Core Competencies

Employee Lifecycle	Talent Acquisition, Onboarding, Performance Management, Engagement, Offboarding
HR Operations	HRIS Administration, Benefits, Payroll Coordination, Leave Administration, Personnel Records
Employee Relations	Coaching, Investigations, Conflict Resolution, Corrective Action, Policy Interpretation
Compliance & Systems	FLSA, FMLA, ADA, EEO, I-9/E-Verify; Workday, ADP Workforce Now, Greenhouse, Excel

Professional Experience

Human Resources Generalist <i>Summit Analytics Group</i>	May 2022 – Present <i>Denver, CO</i>
- Deliver end-to-end HR support for 340 employees across six states, advising managers on policy, performance, leave, accommodations, and employee-relations matters. - Managed 45–55 concurrent requisitions with hiring leaders and agency partners; redesigned intake and interview workflows to reduce average time-to-fill from 47 to 36 days. - Standardized 30-, 60-, and 90-day onboarding checkpoints, raising new-hire satisfaction from 82% to 94% and first-year retention by 16%. - Conduct fair, timely workplace investigations; document findings, recommend corrective action, and maintain consistent application of policy across business units. - Administer annual benefits enrollment for 300+ eligible employees and audit HRIS/payroll changes, achieving 99.5% enrollment accuracy with no missed carrier deadlines.	
Human Resources Coordinator <i>BluePeak Software</i>	August 2019 – April 2022 <i>Boulder, CO</i>
- Coordinated recruiting, offers, background checks, I-9 verification, and orientation for 120+ hires annually while maintaining a 4.8/5 candidate experience score. - Built Workday audit reports and corrected legacy records, increasing employee-data accuracy from 91% to 98% and cutting monthly reconciliation time by 40%. - Tracked FMLA, ADA, paid-leave, and workers' compensation cases; partnered with employees, managers, and vendors to ensure complete documentation and timely return-to-work plans. - Produced monthly dashboards on headcount, turnover, recruiting, and engagement trends used by leadership to prioritize retention actions for critical teams.	
HR Assistant <i>Horizon Business Services</i>	June 2017 – July 2019 <i>Aurora, CO</i>
- Maintained confidential personnel files and processed benefits, payroll, and status changes for a 180-employee workforce with consistent on-time completion. - Scheduled interviews, prepared offer and onboarding materials, and facilitated weekly orientation sessions for groups of up to 15 new employees. - Created a digital records index and retention schedule that reduced document-retrieval time by 60% and improved readiness for internal audits.	

Education & Credentials

Bachelor of Science in Human Resource Management, Colorado State University	Fort Collins, CO
SHRM Certified Professional (SHRM-CP), Society for Human Resource Management	2021
Professional in Human Resources (PHR), HRCI	2022