

Jordan Mitchell

HR Generalist | Employee Relations, Benefits & Compliance

SUMMARY

HR Generalist with 3.5 years of experience supporting 650 employees across two locations. Resolved 120+ employee relations cases, reduced voluntary turnover from 22% to 16%, and led annual benefits enrollment with 98% participation. Skilled in employee relations, compliance, performance management, and HRIS reporting.

EXPERIENCE

HR Generalist

Jun 2023 - Present

Carolina Health Supply Co. — Charlotte, NC

- Serve as HR partner to 650 employees and 40 managers across two sites on employee relations, performance, and policy questions.
- Resolved 120+ employee relations cases and led 25 investigations with documented, compliant outcomes.
- Reduced voluntary turnover from 22% to 16% by launching stay interviews and a 90-day check-in program.
- Led annual benefits enrollment with 98% participation and managed FMLA and ADA leave for 45 employees.
- Updated the employee handbook for state law changes and trained managers on new policies.
- Partnered with Finance on a salary range review covering 70 positions, improving pay equity and offer competitiveness.

HR Coordinator

Jul 2022 - May 2023

Queen City Logistics — Charlotte, NC

- Administered onboarding, benefits changes, and leave paperwork for 300 employees.
- Audited 250 I-9 files and corrected deficiencies ahead of a compliance review.
- Built Excel dashboards on headcount, turnover, and absenteeism for leadership.

HIGHLIGHTS

Employee Relations Excellence Award 2024; mentored 2 HR coordinators; member of SHRM Charlotte chapter.

SELECTED PROJECT

Stay Interview Program: designed a 12-question stay-interview guide, trained 40 managers, and completed 210 interviews in the first year, flagging retention risks that led to 18 saved-employee action plans.

CONTACT

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SKILLS

Generalist HR:

Employee Relations, Investigations, Performance Management, Benefits Administration, Leave (FMLA/ADA), Onboarding, Compensation Support

Compliance:

FLSA, EEO, FMLA, ADA, OSHA Recordkeeping, I-9, Handbook & Policy Updates, Audit Preparation

Systems & Analytics:

Workday, UKG, ADP, Greenhouse, Excel (Pivot Tables, VLOOKUP), Power BI (Basic)

EDUCATION

Bachelor of Science in Human Resource Management

UNC Charlotte — Charlotte, NC
2022 | GPA 3.6

CERTIFICATIONS

- PHR (Professional in Human Resources) — HRCI
- SHRM-CP — in progress
- FMLA & ADA Compliance Certificate