

Grace Whitfield

HR Manager, People Operations

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SUMMARY

HR manager with 11 years in HR across staffing, healthcare and manufacturing, supporting up to 650 employees across 3 sites. Cut first-year turnover from 31% to 19% with a new onboarding program and led the move to Workday HCM on time and under budget. SHRM-CP certified.

CORE COMPETENCIES

Employee relations, Onboarding, Performance management, Compensation and benefits, Policy writing, FMLA, ADA, EEO, OSHA recordkeeping, I-9, Workday HCM, ADP, Greenhouse, Excel

PROFESSIONAL EXPERIENCE

Riverbend Manufacturing

Charlotte, NC

HR Manager

Mar 2021 - Present

- Lead HR for 650 employees across 3 plants with a team of 3 HR generalists and 1 recruiter.
- Redesigned onboarding and 90-day check-ins, reducing first-year turnover from 31% to 19% in 2 years.
- Led the Workday HCM rollout for payroll, time and benefits, live in 5 months and 8% under budget.
- Handled 45+ employee relations cases a year with documented investigations and zero lost claims.

Piedmont Care Partners

Greensboro, NC

HR Generalist

Jun 2016 - Feb 2021

- Recruited for nursing and support roles, cutting average time to fill from 52 to 34 days through referral and campus programs.
- Updated the employee handbook for FMLA and state leave changes and trained 40 managers on it.
- Ran annual open enrollment for 400 employees and moved benefits communication online, raising enrollment completion to 98%.
- Advised managers on 30+ performance improvement plans, each documented in line with policy.

Queen City Staffing

Charlotte, NC

HR Assistant

Jul 2015 - May 2016

- Processed onboarding paperwork and I-9 verification for 300+ temporary hires with no audit findings.
- Kept the applicant tracking system up to date for 6 recruiters and built a weekly open-roles report.
- Scheduled 40+ interviews a week for 6 recruiters, keeping candidate response times under 48 hours.
- Ran weekly new-hire orientation for groups of up to 25 people.

EDUCATION

UNC Charlotte

2011 – 2015

B.A. Psychology

CERTIFICATIONS & AFFILIATIONS

- SHRM Certified Professional (SHRM-CP)