Stevie Jordan, SHRM-SCP

HR BUSINESS PARTNER | HR OPERATIONS & ANALYTICS

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HIGHLIGHTS

- SHRM-SCP HR professional with 10 years of experience partnering with leaders across the employee lifecycle—employee relations, performance management, talent support, and organizational effectiveness in high-change environments.
- Trusted advisor who coaches leaders on documentation, coaching conversations, conflict de-escalation, performance management, and consistent, policy-aligned decision-making.
- Data-driven HR partner who delivers actionable insights through HR metrics and dashboards (headcount, turnover, trends) to support workforce planning and leadership decisions.
- Process improvement mindset—standardizes workflows, strengthens documentation, and improves execution quality and compliance.

PROFESSIONAL EXPERIENCE

Employee Relations Specialist **04/2025 – Present**

Cape Fear Valley Health

- Serve as the primary Employee Relations point of contact for leaders across a 9,500+ employee organization, coaching leaders on consistent, policy-aligned decision-making and advising on corrective action, conflict resolution, and EEO matters.
- Use Workday and UKG to manage counseling documentation, maintain employee data, and produce recurring HR/ER reporting; ensured accurate documentation and consistent categorization to improve report reliability.
- Developed and delivered leadership training sessions (up to 75 participants per session) on coaching conversations, conflict de-escalation, and entering counseling documentation in Workday to support consistent, compliant documentation practices.
- Built a Power BI dashboard to track employee relations case activity and support trend awareness for HR leadership (e.g., volume by type/department, outcomes, and timeliness).

HRIS & Analytics |*Career Development* **07/2024 – 04/2025**

Continued Development of Professional HR Data Skills

- Earned the Google Data Analytics Professional Certificate, building advanced skills in spreadsheets, SQL, and Tableau aligned with HRIS and reporting functions.
- Strengthened Workday-relevant expertise by deepening knowledge in relational database management and data integrity best practices.
- Joined as a founding member of the Society for People Analytics (SPA) to stay connected with evolving HR technology trends and analytical frameworks.

HR Business Partner | *Position Elimination - layoff of over 35% of workforce* **05/2021 – 07/2024**

Blue Ridge Power, LLC | Top 10 Solar Contractor

- Built and operationalized core HR infrastructure for a high-growth startup formation of Blue Ridge Power following acquisition–partnering with leaders up to the executive team to develop and roll out progressive discipline and key handbook policies, deliver leadership training, and execute enterprise-wide HR programs including annual compensation review and performance management.
- Owned Culture Amp survey and performance processes; translated engagement and exit survey results into trend analysis, driver insights, and leadership-ready reporting. Improved action planning by surfacing key themes by department/leader and tracking follow-through over time.
- Designed and automated a four-tier Employee Action Form (EAF) approval workflow in Smartsheet and created cycle-time and volume reporting to monitor throughput. Reduced average processing time from 4 weeks to <1 week, strengthened auditability, and reallocated HR capacity toward higher-value work.

- Served as the internal HRIS SME and led HR-side implementation and ongoing optimization of ADP Workforce Now, including people data governance, imports/validation, and report design; built standardized outputs and data quality checks to improve accuracy and speed of HR/leadership decisions.
- Implemented Kudos and established participation and adoption reporting (recognition frequency, department utilization, manager activity) to identify gaps and target manager coaching for stronger engagement outcomes in a remote workforce.

HR Generalist | *Acquired by Pine Gate Renewables to form Blue Ridge Power* **12/2017 – 05/2021**
Horne Brothers Construction, Inc | Top 3 Solar Contractor

- Managed full-cycle recruitment for salaried and hourly positions, successfully onboarding and filling over 150 roles annually by collaborating with project site teams to identify talent needs, streamline hiring processes, and support internal promotions, ensuring alignment with organizational growth and workforce demands.
- Led the administration of compensation and benefits programs for a workforce of 450 employees, ensuring competitive packages and alignment with organizational goals.
- Directed the rollout of an integrated talent management strategy, empowering front-line managers, instituting a systematic performance evaluation process, and introducing an employee referral program. This strategic approach resulted in a 17% boost in employee engagement and a 27% enhancement in retention rates.

Project Manager | *Career transition to HR after completing bachelor's degree* **09/2016 – 12/2017**
Gray Metal South, Inc.

- Led end-to-end adoption of Epicor ERP in a first-time ERP environment, quickly learning operations and translating workflows into system setup and process changes to enable cross-department execution.
- Executed legacy-to-Epicor data migration within a 12-month deadline, partnering with the vendor to plan/test imports, validate data accuracy, and troubleshoot issues while consolidating key datasets into a centralized system that reduced duplication and improved coordination.
- Designed and delivered role-based training for teams across Customer Service, Finance, Shipping/Receiving, and Sales, improving user adoption and ensuring departments could execute core tasks correctly in the new system.

Data Mining Specialist | *Position Elimination - layoff 100% of contingent workforce* **01/2016 – 09/2016**
Eaton Corporation via The Greer Group (Layoff of All Contingent Workforce)

- Analyzed large production and quality datasets (500,000+ records) to identify bottlenecks, defect patterns, and inefficiencies; presented findings to Quality leadership to drive corrective actions and operational decisions.
- Developed an Excel-based performance dashboard to monitor production/quality data with frequent refreshes; collaborated with Engineering on a SQL extract and implemented a macro-enabled refresh function to improve usability and adoption across teams.
- Validated data findings on the manufacturing floor by observing processes and investigating likely drivers (people, machinery, materials, processes); documented root-cause hypotheses and recommendations for improvements.

EDUCATION

- Google Data Analytics Professional Certificate – (02-2025)
- SHRM-SCP Certification – Society for Human Resource Management (06-2020)
- Bachelor of Science in Human Resources Management – University of Mount Olive, Magna Cum Laude (12-2017)

SKILLS

- **HR Leadership & Strategy**: Employee Relations, Performance Management, Talent Acquisition, Leadership Development, Workforce Planning Support, Organizational Design, HR Policy Administration
- **HR Compliance & Safety**: Employment Law Compliance, FMLA & Leave Management, OSHA Compliance, Risk Mitigation, Workplace Safety Programs
- **HR Technology & Data**: HRIS (Workday, UKG, ADP), SharePoint, Data Analysis & Visualization (Tableau, Power BI, Excel, SQL, ChartHop), HR Analytics, Employee Engagement Surveys (CultureAmp, Kudos)
- **Compensation & Benefits**: Total Rewards Strategy, Benefits Administration, Compensation Planning, Compensation Analysis Support