

Nylah Schroeder

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SUMMARY

Bilingual Spanish HR professional with **four years of experience** supporting employees and managers across **employee relations, leave administration**, recruiting, onboarding, employee data, and tiered HR service delivery. Leads investigations across attendance, conduct, and workplace concerns, documenting findings and escalating sensitive matters appropriately. Guides employees through leave and ADA accommodation processes while coordinating with specialists, managers, **HR business partners**, and legal resources. Uses SuccessFactors and ServiceNow for ticket triage, case resolution, requisitions, position updates, audits, and onboarding workflows. Supports background screening, work authorization, internal movement, talent calibration, and process standardization. Brings a steady, service focused approach to compliant HR operations and can help teams resolve employee needs clearly, consistently, and with care.

EXPERIENCE

People Operations Partner January 2025 - Present
Lakeshore Consumer Brands *Madison, WI*

Support employees and managers across a consumer products business, owning first line HR service, investigations, leave coordination, recruiting operations, **employee data**, talent processes, and service improvement.

- Resolved ServiceNow cases involving employee relations, leave, **onboarding**, data, and policy questions within service timelines.
- Led attendance and conduct investigations, documenting findings and escalating complex workplace complaints to counsel.
- Guided **ADA accommodation** discussions and leave actions with specialists, managers, and **HR business partners**.
- Managed **background checks**, drug screens, internal moves, orientation readiness, and **work authorization** steps for recruiting.
- Audited SuccessFactors employee, requisition, and position records, correcting discrepancies before downstream HR processing.
- Converted recurring ServiceNow cases into standard procedures, clearer responses, and workflow automation candidates.

HR Coordinator September 2022 - December 2024
Midwest Community Services *Madison, WI*

Provided bilingual HR coordination through a centralized ticket queue, supporting employee relations, leave intake, **recruiting**, onboarding, SuccessFactors data, talent reviews, and documented process improvements.

- Prioritized centralized HR tickets by urgency, policy impact, and required specialist involvement for timely resolution.
- Conducted fact finding for **employee relations** matters, preparing interview notes and case records for leadership review.
- Explained leave steps in English and Spanish, routing specialized cases while protecting confidential employee information.
- Processed employee changes, position updates, and requisitions in **SuccessFactors** during scheduled **data audits**.
- Coordinated orientation, background screening, and **work authorization** checkpoints before new employee start dates.
- Documented recurring service issues that informed knowledge articles and standardized HR workflows.

PROJECTS

HR Service Resolution Improvement 📅 2025

Clear service matters because employees need reliable answers during sensitive moments. Mapped recurring ticket themes and refined response procedures, helping HR teams deliver consistent support through ServiceNow.

Bilingual Leave Support Framework 📅 2024

People feel supported when process guidance is understandable. Organized bilingual leave communications and routing practices, giving employees and managers clearer next steps during leave administration.

LEADERSHIP & AWARDS

- SHRM Certified Professional recognition, awarded in 2025 for demonstrated human resources knowledge and professional commitment.
- Service improvement leadership, recognized for converting recurring HR service issues into clearer procedures and standard responses.
- Bilingual employee support leadership, trusted to explain leave processes and sensitive HR steps in English and Spanish.

EDUCATION

Bachelor's Degree in Human Resource Management 2022
University of Wisconsin Whitewater GPA: 0 *Whitewater, WI*

Coursework: Employee Relations, Human Resource Management, Employment Law, Organizational Behavior

CERTIFICATIONS

- SHRM Certified Professional 📅 2025

- ADA Accommodation Process Training 📅 2025

TECHNICAL SKILLS

- **HR Information Systems:** SuccessFactors, employee records, position data
- **HR Service Platforms:** ServiceNow, ticket queues, case routing
- **Employee Relations:** Investigations, fact finding, case documentation
- **Leave Administration:** Leave intake, specialist coordination, local requirements
- **ADA Processes:** Interactive process, accommodation documentation, manager guidance
- **Recruiting Operations:** Requisitions, internal movement, candidate screening
- **Onboarding Systems:** Orientation, pre boarding, work authorization
- **Screening Processes:** Background checks, drug screens, adjudications
- **HR Data Management:** Data audits, employee changes, position updates
- **Talent Processes:** Talent calibration, internal transfers, talent reviews
- **Compliance Practices:** Company policy, local regulations, confidential records
- **Service Delivery:** Tiered support, escalation, resolution timelines

SKILLS

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|------------------------|--------------------|------------------------|----------------------|
| • Employee relations | • ServiceNow | • Background screening | • Employee data |
| • Leave administration | • HR ticket triage | • Adjudications | • Talent calibration |
| • ADA process | • Recruiting | • Adverse actions | • Bilingual Spanish |
| • SuccessFactors | • Onboarding | • Work authorization | |

PROFESSIONAL AFFILIATIONS

- Society for Human Resource Management, professional member engaged with ethical HR practice and continuing development.
- Local HR professional community, connected with peers sharing practical approaches for employee relations and service delivery.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST