

# Calvin Hiatt, SHRM-SCP

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## Summary

Accomplished human resources professional with over 7 years of experience driving employee engagement, optimizing talent management, and enhancing process efficiency. Proven track record in supporting organizations by leveraging technology to automate tasks, streamline operations, and integrate AI. Recognized for reducing turnover, improving benefit utilization, and maintaining compliance across diverse roles.

## Experience

### ***Human Resources Generalist @ Heli America*** ***02/2024 – Present***

Manage recruitment, employee relations, performance management, benefits programs, and HR compliance.

- Saved \$20k in quoted costs by creating an in-house ATS.
- 33% reduction in headcount through process automations.
- Cut talent management workload by 20% through AI integration.

### ***HR/IT Consultant @ River City Counseling*** ***03/2023 – 10/2023***

Analyzed and improved business processes including client scheduling, medical records, and insurance billing.

- Reduced transfer rate of incoming calls by 30% with VOIP implementation.
- Improved web traffic conversion ratio with CRM and chat implementation.
- Advised on employee classifications and proposed compensation structures.

### ***Benefits Administrator @ The Trevor Project*** ***11/2022 – 03/2023***

Managed benefits programs, built HRIS processes, analyzed benefits utilization, and provided escalated support.

- 20% reduction in benefits enrollment processing times.
- Eliminated 50% of compensation tasks through automation.
- Recommended high impact benefits improvement areas through utilization analysis.

### ***Human Resources Generalist @ TK Elevator*** ***04/2021 – 08/2022***

Supported US field operations with onboarding, compliance, compensation inquiries, and HRIS transactions.

- Achieved 100% I-9 compliance through audit and system administration.

- Improved new hire wait times up to 2 weeks through onboarding process refinement.
- Reduced labor costs of compensation communications through bulk process automation.

### ***HR Coordinator @ K-VA-T Food Stores***

***12/2016 – 03/2021***

Fielded HR inquiries for employees and managers, developed recruitment pipelines, conducted screenings, and supported large-scale hiring events.

- Recognized for a 25% improvement in employee retention rate.
- Achieved highest 401k participation across 100+ locations.
- Corrected turnover problem areas through management coaching and review.

## **Certifications**

- SHRM-SCP
- Microsoft Office Specialist Excel 2016 Expert
- Six Sigma Yellow Belt

## **Education**

Bachelor of Arts in Philosophy @ The University of Tennessee

## **Skills**

- Remote HR Management
- HRIS Migration and Workflow Development
- Employee Engagement Strategies
- Total Rewards Optimization
- Timekeeping and Attendance
- HRIS: Dayforce, ADP Workforce Now, UKG, SuccessFactors
- ATS: Kronos, talentReef
- Office Software: Microsoft, G Suite, Lark Suite