

# PHILLIP SEBASTIAN MAYO

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## EDUCATION

### Clemson University

Master's Degree of Human Resource Development

### University of South Carolina

Bachelor of Business Administration in Management

## PROFESSIONAL EXPERIENCE

### Wells Fargo ♦ Atlanta, GA

*Employee Relations Consultant* March 2020 – Current

- Counsels, assists and consults in team & management issues regarding Wells Fargo corporate dispute process and finalizes employee relations disputes cases up to and including resolution.
- Provides front line support in the prevention, investigation, resolution & referral of employee relations issues stemming from corporate dispute process
- Communicates, guides and educates management & employees on common Employee Relation, Human Resource and corporate policies throughout corporate dispute process.
- Collaborates and consults with Employee Relations colleagues, Human Resource Business Partners, managers & various corporate internal partners on providing guidance, coaching, feedback and recommendations related to employee relations issues exceeding the corporate dispute process.
- Ensures management, employees, human resources partners and employee relations partners adhere to federal and state laws, in addition to company policy related to human resource operations.

### Georgia Department of Human Services ♦ Atlanta, GA

*Human Resource Generalist (3)/Lead* October 2018 – February 2020

- Administered Human Resource guidance & leadership to over 2000 employees across locations in Cobb, Gwinnett, & Clayton counties in the State of Georgia by aiding with the business strategic goals, benefits, policy and procedural updates.
- Utilized and upheld the State of Georgia's human resource open door policy by addressing employee relation concerns, associate grievances; and provided resolution based on organization & federal/state guidelines and regulations.
- Ensured state employees adhered to all federal, state and company policies standards and procedures related to human resource operations.
- Administered new employee onboarding with training on human resource and state policies; providing employee engagement and ensuring compliance with federal & state hiring regulations.
- Organized and participated in selection and hiring process by conducting supervisory and mid-level manager interviews, process position requisitions, create job postings, conduct background checks, extend offer letters and new hire paperwork
- Represented management in the analysis of employee misconduct and recommend appropriate disciplinary action where appropriate to managerial leadership and Collaborated with Managers in administering involuntary terminations, demotions and prepare recommendations for separation for proven cases of misconduct.
- Provided proactive coaching, consultation and direction to management in areas of Employee Relations, Performance Management, Compensation, Benefits Administration, Talent Management, Risk Management, Policy Administration, Grievances, Succession Planning, Change Management, and overall organizational effectiveness.

**Walmart Logistics ♦ Atlanta, GA**

***Human Resource Business Partner/Office Manager*** April 2017 – April 2018

***Assistant Manager (HR Operations/Facility Management)*** April 2010 – November 2015

- Managed daily administrative functions of the human resource office by executing and refining recruiting/staffing initiatives; and researching & addressing employment-related concerns for applicants, associates & management.
- Ensured associates adhered to all federal, state and company policies standards and procedures related to human resource operations.
- Coordinated and administered human resource capital planning with organizational initiatives, direction, including communicating business plans, priorities, change initiatives & recommendations for improving human capital placement.
- Instructed and facilitated organizational development/behavioral training with associates in accordance with policies, procedures that adhere to the highest standards of ethics, compliance, and integrity in work situations.
- Consulted operational leaders regarding best practices and culture management to enhance employee relations while maintaining accountability to policy
- Supervised human resource associates by providing work expectations & accountability, training, conducting evaluations and feedback on performance.
- Administered new associate onboarding with training on human resource and company policies, providing associate engagement and ensuring compliance with federal hiring regulations.
- Managed daily functions of human resource and store support operation staff with full-cycle recruiting, talent acquisition, and hiring, on-boarding, training, accounting, and customer relations.
- Oversaw mentorship & training duties thru personnel for new hires and tenured associates; and evaluated performance by providing coaching, recognition and ensuring diversity awareness.
- Utilized and upheld the company's human resource open door policy by addressing associate grievances; and provided resolution based on organization & federal/state guidelines and labor union regulations.
- Enhanced the financial performance of supercenter by modeling, enforcing, and providing direction to associates on proper work techniques, organization guidelines and policies.
- Coached and counseled managers and employees to reestablish, and enhance alignment to Walmart's strategic vision, mission, and values, as well as to fully execute the human resource and Walmart objectives.

**SKILLS**

- ♦ Employment Relations Consulting
- ♦ Full-Cycle Recruiting & Talent Acquisition
- ♦ Human Resource Capital Planning & On-boarding
  - ♦ Work Force & Operations Management
  - ♦ Human Resource Compliance Engagement
    - ♦ Account Management
    - ♦ Facility Management

**ORGANIZATIONS**

- ♦ Society for Human Resource Management
- ♦ Omega Psi Phi Fraternity, Inc.