TYAKEIA SPANGELO

Portfolio — Work Samples & Case Studies

t.iveyspangleo@gmail.com · LinkedIn · Portfolio

About This Portfolio

The five case studies in this document represent real situations I navigated across my career at Salesforce, Amazon, and Truepill. Each one illustrates a different dimension of HR and compliance work — from high-stakes employee support and cross-functional problem solving to process improvement, documentation discipline, and privacy boundary management. All identifying details have been appropriately generalized to protect confidentiality.

These are not hypotheticals. They are the actual work.

#	Case Study	Company	Focus
01	Supporting an Employee Through a Family Medical Crisis	Salesforce	*Empathy & Compliance*
02	Managing 170+ Employee M&A Integration During Live Operations	Salesforce	*Operations & Scale*
03	Resolving a Multi-Department Payroll Error for a Returning Parent	Salesforce	*Cross-Functional*
04	Building a Leave Knowledge Base That Reduced Errors by 50%	Salesforce	*Process Improvement*
05	Protecting Employee Medical Privacy While Supporting a Manager	Salesforce / Amazon	*Privacy & Compliance*

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Case Study 01 · *Salesforce*

Supporting an Employee Through a Family Medical Crisis

Skills demonstrated: FMLA Administration · Benefits Coordination · Empathy-Driven HR · Compliance

FMLA ADA STATE LEAVE BENEFITS COORDINATION EMPLOYEE ADVOCACY

SITUATION	A Salesforce employee reached out in significant distress after her husband received a cancer diagnosis. She was confused about her leave options, worried about her family's financial stability during treatment, and overwhelmed by the administrative complexity of navigating federal leave, state benefits, and company policy simultaneously.
CHALLENGE	Provide accurate, timely leave guidance while recognizing this was not an administrative transaction — it was a family in crisis. The challenge was to deliver compliance-precise information with genuine human care, ensuring the employee understood every option available to her without adding to her stress.
APPROACH	Rather than responding by email, I scheduled a call — because the situation called for a conversation, not a document. On the call I walked her through her FMLA eligibility for caring for a seriously ill spouse, explained how California's Paid Family Leave program would provide partial wage replacement, and coordinated with our benefits team to clarify short-term disability options. I created a simple, personalized timeline document she could reference throughout her husband's treatment so she didn't have to hold all of the information in her head. With her permission, I also proactively contacted her manager to ensure workload adjustments were made — removing that conversation from her plate entirely.
OUTCOME	The employee was able to take intermittent leave throughout her husband's treatment without experiencing financial hardship or administrative confusion. She later sent a written note to my manager describing the support she received, saying I was the only HR professional who had ever made her feel like a person rather than a case number. Zero compliance issues. Full documentation. A family supported through one of the hardest periods of their lives.

WHY THIS MATTERS

Leave administration at its best is invisible to the employee — they shouldn't have to think about the mechanics. When someone is dealing with a cancer diagnosis in their family, my job is to make the compliance part disappear so they can focus on what matters. That requires both technical precision and the judgment to know that an email is not always the right tool.

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Case Study 02 · *Salesforce*

Managing 170+ Employee M&A Integration During Live Operations

Skills demonstrated: M&A Integration · Leave Policy Harmonization · Multi-Jurisdiction Compliance · Operations at Scale

M&A INTEGRATION   MULTI-JURISDICTION   FMLA   WORKDAY   PROCESS DESIGN

SITUATION	Salesforce completed three acquisitions within a compressed timeline, adding 170+ employees from companies with entirely different leave policies, benefits structures, and HR systems. These integrations ran concurrently with normal HR operations — meaning the existing caseload did not pause while the integration work was happening.
CHALLENGE	Ensure that no current employee's leave case was dropped or delayed while simultaneously onboarding 170+ acquired employees into the new leave framework — across multiple jurisdictions with varying state-specific requirements — without compliance gaps or employee-facing errors.
APPROACH	I built a tiered case management system in Confluence that organized all active cases by priority level, deadline, and jurisdiction. I restructured my own workday — blocking mornings for high-complexity research and batching routine requests in the afternoon — to protect deep work from reactive interruption. For the integration specifically, I developed side-by-side comparison documents mapping each acquired company's legacy leave benefits against Salesforce's new policies, giving employees a clear picture of what was changing and what wasn't. I partnered with Legal to verify compliance requirements in each jurisdiction covered by the acquisitions and built those requirements into the onboarding documentation.
OUTCOME	Maintained 98% stakeholder satisfaction scores and 99.5% Workday data accuracy throughout the full integration period. Zero compliance issues or missed deadlines across all three acquisitions. The comparison documents I created were adopted as templates for future acquisition onboarding. The case management structure I built was retained after the integration as standard operating procedure for the team.

WHY THIS MATTERS

Scale only exposes the gaps in your systems — it doesn't create new ones. The reason this integration went smoothly is because I built the infrastructure before the volume hit, not in response to it. Documentation, clear prioritization, and Legal partnership before anything went wrong made the difference between an integration people remember as chaotic and one they don't remember at all.

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Case Study 03 · *Salesforce*

Resolving a Multi-Department Payroll Error for a Returning Parent

Skills demonstrated: Cross-Functional Coordination · Payroll Compliance · Root Cause Analysis · Employee Advocacy

PAYROLL COMPLIANCE **PFL** **ROOT CAUSE ANALYSIS** **CROSS-FUNCTIONAL** **WORKDAY**

SITUATION	An employee returning from parental leave discovered she had been underpaid for three consecutive months during her absence. The error was not simple — it involved a misalignment between California Paid Family Leave payments, the company's supplemental pay program, and benefits deductions. Three separate departments were involved, none of whom had full visibility into the others' piece of the calculation.
CHALLENGE	Identify the source of the error, coordinate a resolution across Payroll, Benefits, and the state agency, make the employee whole within a single pay cycle, and do all of this while acting as a single point of contact for the employee — shielding her from the complexity of chasing multiple departments herself.
APPROACH	Within 24 hours of the employee's report, I convened a joint meeting with Payroll and Benefits and came prepared with my own preliminary analysis of where the calculation had broken down. That preparation compressed the diagnostic conversation from hours to minutes. I took ownership of communication with the employee, providing daily updates so she was never left wondering what was happening. Every action and decision was documented in real time in case escalation became necessary. Once the correction was calculated and confirmed, I coordinated the off-cycle payment process to ensure she received the corrected amount in her next paycheck rather than waiting another full cycle.
OUTCOME	The employee received her correcting payment within one pay cycle of reporting the issue. More consequentially, the investigation identified a systemic flaw in how California PFL payments were being recorded in Workday — a flaw that had the potential to affect any employee on parental leave. I documented the issue, escalated it to the HRIS team, and the fix was implemented before another employee was affected. One employee's complaint became an organization-wide compliance improvement.

WHY THIS MATTERS

The employee didn't need to understand payroll systems. She needed to trust that someone was handling it. Being the single point of contact wasn't just a service choice — it was a compliance strategy. When multiple departments are involved in an error, diffused accountability is how things fall through the cracks. I took ownership so they couldn't.

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Case Study 04 · *Salesforce*

Building a Leave Knowledge Base That Reduced Policy Errors by 50%

Skills demonstrated: Process Improvement · Documentation Design · SOP Development · Knowledge Management

SOP DEVELOPMENT   CONFLUENCE   KNOWLEDGE MANAGEMENT   PROCESS IMPROVEMENT   TRAINING

SITUATION	The HR team was spending a disproportionate amount of time answering the same leave-related questions repeatedly — eligibility requirements, required documentation, benefit coordination steps, state-specific nuances. Knowledge was scattered across emails, outdated SharePoint files, and individual team members' institutional memory. This created inconsistent answers to employees depending on who they asked, and made onboarding new HR team members slow and risk-prone.
CHALLENGE	Design and implement a centralized, reliable knowledge system that employees and HR partners could use independently to answer common leave questions — reducing repetitive inquiry volume, improving answer consistency, and creating a resource that would remain accurate and useful as leave law continued to evolve.
APPROACH	I audited six months of incoming leave inquiries to identify the most common question categories and the scenarios where inconsistent guidance was most likely to occur. Using that data, I designed a Confluence-based knowledge base organized by employee situation rather than policy category — because people don't search by policy name, they search by what's happening to them. I wrote 25+ SOPs and quick-reference guides covering all major leave types, state-specific programs, documentation requirements, and common edge case scenarios. I also built a rapid-reference guide for the HR team to use during employee calls, standardizing our verbal guidance. I piloted the system with two team members before full rollout and incorporated their feedback into the final structure.
OUTCOME	Policy interpretation errors decreased by 50% within the first quarter after launch. Inbound repetitive inquiries dropped measurably as employees began self-serving through the knowledge base. The documentation became the primary onboarding resource for new HR team members, reducing their ramp time. My manager formally recognized the system as a model for other HR functions to replicate. The Confluence structure I built was still in use by the team after my departure.

WHY THIS MATTERS

Good documentation isn't about covering yourself. It's about making the right answer accessible to everyone, every time, regardless of who's in the office. The 50% error reduction wasn't a coincidence — it was the direct result of designing the system around how people actually look for help, not around how the policy is written.

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Case Study 05 · *Salesforce / Amazon*

Protecting Employee Medical Privacy While Supporting a Manager's Operational Needs

Skills demonstrated: HIPAA Compliance · ADA Boundaries · Manager Coaching · Privacy Practice

HIPAA ADA PRIVACY MANAGER COACHING COMPLIANCE BOUNDARIES

SITUATION	A people manager contacted HR requesting details about why their direct report was taking medical leave, framing the request as needing to understand the situation in order to plan team coverage. The request was made in good faith — the manager genuinely needed to plan — but crossed into protected medical information territory.
CHALLENGE	Decline the inappropriate request firmly and clearly without damaging the manager's trust or willingness to come to HR in the future, while still meeting their legitimate operational need for coverage planning support. The challenge was to enforce a compliance boundary in a way that felt like help, not a rebuke.
APPROACH	I addressed the privacy boundary directly but warmly — explaining what I could not share and why, grounding the explanation in HIPAA and ADA protections rather than company policy alone so the manager understood the legal basis. I then immediately pivoted to what I could help with: the expected duration of the leave if known, the return-to-work timeline, and specific guidance on what the manager needed to do operationally to plan for coverage. I offered to connect the manager with their HRBP for any headcount planning support that required a longer-term conversation. The entire interaction reframed the compliance boundary as a service response rather than a refusal.
OUTCOME	The manager thanked me for the clarity and later referenced the conversation as helpful in understanding what HR could and couldn't share. The employee's protected medical information remained protected. The manager had what they needed to plan. No escalation, no complaint, no compliance exposure. This interaction — and ones like it — became a reference point I used when training newer HR team members on how to enforce privacy boundaries without damaging relationships.

WHY THIS MATTERS

Privacy compliance isn't just about knowing the rules — it's about enforcing them in a way people can receive. A manager who feels shut down by HR stops coming to HR. A manager who feels helped by HR, even when the answer is no, becomes a compliance ally. The goal is always to make the right thing the easy thing.