

# TYAKEIA SPANGELO

Compliance Analyst | Investigations & Audits | Policy & Training

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## PROFESSIONAL SUMMARY

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Detail-oriented Compliance professional with 8+ years of experience in workplace investigations, regulatory compliance, policy development, audit support, and training administration across Fortune 500 companies and high-growth startups. Proven ability to gather and assess evidence, identify root causes, manage compliance documentation with 99.5% accuracy, and communicate findings clearly to leadership and cross-functional stakeholders. Six Sigma Green Belt with a process improvement mindset and a track record of building scalable compliance frameworks. Equally comfortable operating as a first-line resource and partnering with senior compliance staff on complex matters.

## CORE COMPETENCIES

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- Compliance Investigations & Root Cause Analysis
- Compliance Training Development & Tracking
- Cross-Functional Stakeholder Communication
- Non-Compliance Finding Remediation
- Audit Support & Evidence Management
- Records & Document Management
- Six Sigma Process Improvement
- Workday, Tableau, ServiceNow
- Policy & Procedure Development
- Regulatory & Policy Compliance (ADA/FMLA)
- KPI Reporting & Data Analytics
- SOP Development & Continuous Improvement

## PROFESSIONAL EXPERIENCE

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### Senior Employee Success People Advisor | **Salesforce** 2023 – 2025

- Managed and resolved 100+ employee relations cases end-to-end, conducting structured investigations to gather evidence, assess root cause, and recommend corrective action — achieving 98% stakeholder satisfaction and 25% faster case resolution.
- Supported compliance with ADA, FMLA, and leave regulations across a globally distributed workforce, ensuring zero findings across all audit periods.
- Maintained compliance records and case documentation in Workday with 99.5% accuracy; developed templates and tools to standardize documentation practices across the team.
- Partnered with legal and senior compliance staff on 20+ complex, sensitive investigations requiring strict confidentiality and chain-of-custody evidence management.
- Tracked and reported on key compliance metrics and people data trends using Workday and Tableau; produced KPI reports for leadership on case volumes, resolution times, and risk indicators.
- Developed and delivered compliance training for managers on HR policies, accommodations, and leave procedures; tracked completion and maintained certification records.
- Identified process gaps and led continuous improvement initiatives in partnership with COEs, resulting in streamlined workflows and reduced escalation rates.

### Employee Relations Coordinator | **Truepill** 2023

- Drafted and implemented HR compliance policies aligned with federal and state regulatory requirements in a rapidly scaling healthcare technology environment.
- Developed and maintained compliance tracking systems using ClickUp and Google Drive; completed 90+ verifications with 100% accuracy.
- Facilitated compliance training sessions for managers and employees; tracked completion and maintained training records.
- Supported non-compliance investigations by gathering evidence, coordinating responses, and ensuring timely remediation of open findings.

### Human Resources Specialist (Multiple Progressions) | **Amazon** 2016 – 2023

HR Specialist – Executive Employee Relations 2022 – 2023

- Conducted confidential workplace investigations covering discrimination, harassment, and workplace violence; partnered with Legal on 20+ complex matters with 100% confidentiality maintained.
- Managed 150+ monthly compliance escalations with 98% SLA compliance; reduced case backlog 30% through root cause analysis and process redesign.
- Spearheaded 2 SOP updates achieving 30% reduction in repeat escalations and 15% improvement in team efficiency — presented findings to senior leadership with data-driven recommendations.
- Developed manager training materials on accommodations and leave compliance; materials adopted as organizational best practices, reducing onboarding time by 40%.

**HR Assistant | Acting Team Manager**

2020 – 2022

- Cleared compliance backlog of 45,000+ outstanding tasks within 4 months through structured prioritization and cross-functional coordination.
- Investigated 128 cases, identifying policy inconsistencies and recommending process improvements to reduce HR compliance risk.
- Trained 50 new hires globally on compliance systems and procedures with 99.5% accuracy rate.

**LEADERSHIP & VOLUNTEER EXPERIENCE**

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- Greenstand – HR Operations Lead (Volunteer) | 2022
- Armuchee Elementary – VP, Parent Teacher Organization | 2021 – 2022
- U.S. Army – Family Readiness Group Leader | 2004 – 2007

**EDUCATION & CERTIFICATIONS**

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**Non-Degree Studies** **Arizona State University**

*In Progress*

Six Sigma Green Belt • Scrum Master Certified • HR Analytics – UC Irvine • Project Management – Amazon •

**TECHNICAL SKILLS**

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HRIS & Compliance Tools: Workday (Advanced), ServiceNow, SAP SuccessFactors, BambooHR, PeopleSoft, ADP, Salesforce CRM

Analytics & Productivity: Excel (Pivot Tables/Advanced), Google Workspace, Microsoft Office Suite, ClickUp, Notion, Slack