

SHAWN SPRINGFIELD

Shawnie1203@gmail.com | linkedin.com/in/shawnies | Microsoft 365 & Azure Certified

HRIS Analyst | IT Systems Integrator | Workflow Automation Specialist

PROFESSIONAL SUMMARY

Versatile HRIS Analyst and IT Operations professional with 7+ years of experience bridging technology, people systems, and process improvement. Expert at integrating HRIS platforms (Workday, UKG, Rippling, ADP) with enterprise tools to streamline the employee lifecycle, automate workflows, and enhance compliance. Proven success leading cross-functional projects that connect HR, IT, and Compliance to deliver secure, data-driven solutions. Known for troubleshooting complex system issues, implementing automations, and driving adoption of HR technology.

CAREER HIGHLIGHTS

- Led HRIS integration linking Workday, Rippling, and Microsoft 365—automating provisioning and reducing manual effort by 65%.
- Developed Jotform, Zapier, and HubSpot workflows that improved onboarding cycle time by 45% and ensured SOC2/HIPAA compliance.
- Partnered with HR, IT, and Compliance to implement scalable system frameworks supporting data accuracy, automation, and security.

CORE COMPETENCIES

- HRIS & HCM Systems: Workday, UKG, Rippling, ADP, SuccessFactors
- Integration & Automation: APIs, REST, JSON, SFTP, Power Automate, Zapier, HubSpot Workflows
- HR Data Management: Data Audits, Imports/Exports, Error Resolution, Reporting (Excel, Power BI)
- IT Operations: Microsoft 365 Administration, Azure AD (Entra ID), Asset Lifecycle Management
- Project Delivery: Implementation Planning, UAT, Requirements Gathering, Change Management
- Compliance & Security: HIPAA, SOC2, SecureFrame, Role-Based Access Control

PROFESSIONAL EXPERIENCE

WorkGenius / JBC – IT & HRIS Operations Manager | System Administrator

February 2023 – Present

- Unified HR & IT operations through Workday, Rippling, and Microsoft 365 integrations, automating employee provisioning/de-provisioning and reducing manual work by 65%.
- Configured HRIS workflows, permissions, and custom data fields to align with HR policies and compliance requirements.
- Built Power Automate + HubSpot workflows to sync HR, Finance, and Compliance data—cutting onboarding cycle time by 45%.
- Designed system dashboards and SOPs that improved team resolution speed 25% and increased employee satisfaction 15%.
- Collaborated with HR/People Ops to optimize onboarding, offboarding, and data integrity processes across systems.

Microsoft – Critical Situation Manager / Escalation Manager

October 2023 – March 2025

- Led high-impact technical escalations for enterprise clients, performing detailed root-cause analysis and issue resolution across integrated environments.
- Developed documentation and corrective action plans reducing recurring integration issues by 20%.
- Delivered executive communications and de-escalation strategies achieving 95% CSAT during critical incidents.

Microsoft – Queue Manager / Customer Experience Lead – Azure IaaS

February 2022 – December 2022

- Managed 300+ enterprise accounts weekly, ensuring SLA adherence and proactive service management.
- Collaborated with Customer Success Managers to identify workflow automation gaps and renewal opportunities.
- Performed integration reviews and compliance checks across Azure environments to ensure system alignment.

Cerner Corporation – Lead Technical Support Engineer / Queue Manager – Healthcare IT

December 2019 – November 2022

- Supervised support operations for hospital EHR integrations; maintained 98% SLA compliance.
- Acted as team lead for workforce management, scheduling, and assignment of technical resources.
- Authored process and training documentation that increased team efficiency 40%.
- Advised healthcare administrators on integration strategies and workflow optimization to improve system uptime.

EDUCATION

B.S. Computer Information Technology – Indiana University–Purdue University Indianapolis

A.A. Information Technology Support – University of Phoenix

CERTIFICATIONS

- Microsoft 365 & Azure Certified
- Rippling Certified – People Manager | Open Enrollment Administration
- HIPAA Certified | Google IT Support
- AI & Automation Coursework (Advanced Workflow Design & Process Optimization)