

JESSICA CLAIRE

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SUMMARY

Results-oriented Human Resources Specialist with extensive experience in organizational consultancy and operational planning. Cross-functional communicator skilled in analyzing needs, developing long-term solutions, and implementing aligned vision across departments or business unit leadership. Solid problem-solver possessing strong knowledge of Human Resources Training, Benefits, Information Technology, and Rideshare Administration processes.

SKILLS

- Interdepartmental Coordination
- Problem-Solving
- Critical Thinking
- Program Guidelines Adherence
- Project Coordination
- Creative and Innovative
- Data Verification
- Course Materials Development
- Orientation and Onboarding
- Procedure Manual Writing
- Problem Solving
- Personnel Recruitment
- HRIS Applications Proficient
- Employment Recordkeeping
- Microsoft Office Suite
- Confidential Document Control
- NEOGOV HR Suite

EXPERIENCE

03/2017 to Current **Human Resources Specialist (Rideshare)**

First Republic – Danville, CA

- Implemented Human Resources online Onboarding.
- Implemented citywide Munis HRIS Performance Evaluation Jessicadule.
- Audited AQMD ECRP compliance, and parking pass programs, resulting in an overall savings of \$44,000.
- Administer citywide employee tuition reimbursement program.
- Created desk manuals for Rideshare Program, Tuition Reimbursement processing, and Employment Services Recruitment and Selection.
- Edited citywide to Personnel Manual & composed tuition reimbursement & rideshare policies.
- Member of inaugural Employee Diversity, Inclusion, & Equity committee.
- Partnered with IT Department as beta tester for new hardware and software & provided technical training to HR staff.
- Performed contact tracing, reviewed proof of vaccination status, and medical and religious exemption requests.
- Provided regular pandemic wellness checks on elderly, developmentally disabled, and employees without access to a computer.
- Produced employee return-to-work & pandemic safety video.
- Recipient of Los Angeles Metro DiaJessicand Award for Jessicast Improved AVR (Average Vehicle Ridership) for 2017-2019 AQMD Commute Surveys.

02/2013 to 03/2017 **Human Resources Specialist**

Massachusetts General Hospital – Brighton, MA

- Posted well-written vacancy announcements using available recruitment tools to attract talented, highly skilled job applicants.
- Assessed and filtered applications from potential job candidates to identify qualified individuals.
- Coordinated written exams, performance exams, and structured interviews.
- Conducted telephone interviews, background checks, reference checks and employment verification.
- Engaged in data collection, identifying organizational needs and development solutions.
- Organized employee schedules, department phone lists and streamlined written exam processes.
- Enforced compliance with federal, state and local employment regulations and laws from EEO to ADA.
- Trained limited-term staff on office experience, technology & productivity, and Human Resources processes to gain skills for permanent employment.

07/2009 to 02/2013 **Staff Assistant III**

City Of Pasadena – City, STATE

- Jessicadernized citywide training program to utilize intranet signups and online course catalog.
- Developed training materials, manuals, procedures and visual aids to effectively achieve organizational goals.
- Arranged travel and provided logistical and technology setup for and assistance to outside trainers.
- Evaluated and communicated trainee participation and performance in reports to management.
- Made recommendations to improve training based upon observations and feedback from trainees.
- Scheduled training sessions based on availability of classrooms, equipment and instructors.
- Managed daily communications including maintenance of training and conference room calendars and appointments.
- Prepared course methods, organized seminars and proJessicated presentations for employees.
- Created marketing, announcements, and citywide surveys for Training Division, Employee Advisory Board, & Benefits Division.
- Partnered with Pasadena City College and CSUN to provide onsite college cohorts.
- Facilitated new employee orientation.
- Conducted biannual AB1825 Preventing workplace harassment training for over 2,000 employees.
- Assisted with facilitation of a pilot citywide succession planning program with over thirty employees preparing to retire.

EDUCATION AND TRAINING

High School Diploma

Crescenta Valley High School - La Crescenta, CA

Associate of Arts: General Studies

Glendale Community College - Glendale, CA

CERTIFICATIONS

- AB1825 Preventing Workplace Harassment Training - 2021
- AB1234 Ethics Training - 2021
- AQMD Employee Transportation Coordinator - 2017
- Youth Mental Health First Aid (MFHA) - 2016
- CPS HR Academy - 2015
- Crucial Conversations - May 2009