

Jessica Claire

Montgomery Street, San Francisco, CA 94105
(555) 432-1000 - resumesample@example.com

Professional Summary

Dedicated Human Resource Administrator bringing experience and resourcefulness while providing guidance on human resources topics and challenges. Committed to supporting recruitment efforts with focus on engaging and retaining talented staff. Sophisticated in communicating and collaborating effectively by relying on excellent interpersonal skills, high-level emotional intelligence and solid expertise in employee relations.

Skills

- Complaint resolution
- Inbound and Outbound Calling
- Payroll Administration
- Policy and Procedure Development
- Benefits Oversight
- New Hire Orientation
- Payroll Processing
- Talent Management
- Training development
- Pre-Employment Screening
- Recruitment

Education

- 05/2019 **M.S: National Security Studies**
AMERICAN PUBLIC UNIVERSITY - West Virginia
- 05/2013 **B.S: Criminal Justice**
UNIVERSITY of CENTRAL FLORIDA - Orlando, Fl

Certifications

- Executive Protection Professional (EPP), ASIS Certification, 2019
- Human Resource Training, Pryor Learning Solutions, 2019
- Undergraduate Certificate in Criminal Profiling , University of Central Florida, 2013
- First Aid/CPR Certified

Work History

- 01/2017 to Current **Human Resources Administrative Manager**
The Mentor Network – Beltsville, MD
- Oversee operational and administrative functions for more than 100+ security employees across 13 BlueCross BlueShield of South Carolina (BCBSSC) site locations within Southeast region.
 - Consistently significantly reduced payroll errors by accurately processing payroll for 80+ security officers, ensuring timesheets are distributed to all sites and schedules are entered in WinTeam with precision and timeliness.
 - Collaborate with recruitment and marketing teams to secure and retain high quality talent, resulting in reduction of overtime rate.
 - Ensure 100% compliance of state regulations and requirements for security officers by timely submitting SLED renewals and monitoring weekly expiration and renewal needs for all officers.
 - Initiate and submit necessary documentation for FMLA, LOA, and Vacation requests with careful consideration of employee needs and organizational capacity.
 - Manage security access and create over 550 access badges per month for all BCBSSC sites across Southeast region and Allied Universal officers, as well as up to 50 new employees during weekly new hire orientations.
 - Trained in utilization of security equipment such as intrusion detection devise, access control systems, and CCTVs.
 - Member of Executive Protection Detail team, providing security to BCBSSC executive staff members during major events.
 - Maintain knowledge of trends, best practices and regulatory changes in Human Resources
- 01/2016 to 01/2017 **INDEPENDENT DISTRIBUTOR**
Camp Recovery – Fayetteville, AR
- Oversaw the operational functions of the daily route ; maintaining a specific territory that consisted of four large chain grocery stores.
 - Analyzed sales data to help drive effective decisions in the market as well as drive brand growth with customers through increased sales and the acquisition of new space and displays.
 - Established and maintained effective customer relationships to initiate and maximize sales.
 - Demonstrated in store excellence by building displays to drive incremental sales, ensuring racks are set in accordance with customer guidelines, and the seamless execution of promotions.
 - Utilized the order management tools (promotional and holiday planning information) while making independent ordering decisions to ensure adequate and fresh products are being sold and delivered.
 - Used handheld device to maintain proper inventory counts and place product orders.
- 01/2015 to 01/2016 **EXECUTIVE ADMINISTRATIVE ASSISTANT**
Bellows Plumbing, Heating And Air – San Rafael, CA
- Performed complex administrative tasks to assist executive staff members in the Contracts Department and Warranty and Repair Department.
 - Assumed various responsibilities including; planning, scheduling, logistics, meetings, recruitment, training, travel, security access, inventory management, policy presentations, updating rosters, and other office related functions.
 - Screened resumes, conducted interviews, and assisted office manager with recruitment process, background checks, I-9 documents, and onboarding protocols.
 - Prepared and executed non-disclosure agreements and contractual documents for departments requiring special access to classified projects within strict deadlines.
 - Created policy and procedures presentations and conducted security briefings for new hires during orientation; designed power point presentations and posters for various clients.
 - Prepared invoices and quotes for Warranty and Repair department, sent them to vendors, and managed return process.
 - Assisted Director of Contracts by preparing important documents and contracts for vendors and clients and managing correspondence on updates regarding contractual obligations.
 - Issued facility badging and proper clearance for up to 50 guests at a time during critical client meetings.
- 01/2013 to 08/2013 **CUSTOMER SERVICE REPRESENTATIVE**
AT&T Inc – City, STATE
- Addressed and solved 40-50 customer issues per day within three-minute window 80% of the time for over 5,000+ business customers in a call center environment.
 - Exceeded company requirements, maintaining 90%+ customer satisfaction rate.
 - Responded to customer requests for products, services and company information.
 - Leveraged sales expertise to promote AT&T services and capitalize on upsell opportunities.
 - Consulted with outside parties to resolve discrepancies and create effective solutions.
 - Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
 - Offered advice and assistance to customers, paying attention to special needs or wants.
 - Adhered to company policies and scripts to consistently achieve call-time and quality standards.
 - Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations.