

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Conscientious and compassionate Human Resources Manager with drive for helping employers recruit, develop and retain qualified candidates. Skilled at partnering with management teams to build employee-centric cultures promoting positive morale and optimizing productivity. Motivating and positive with excellent interpersonal, coaching and communication skills.

SKILLS

- Payroll coordination
- Benefits and Compensation Management
- Conflict Resolution
- Records management
- Training and Development
- Talent management
- Performance Appraisals

WORK HISTORY

- 12/2020 to Current **Human Resources Manager**
Pyramid Hotel Group – Charleston, SC
- Motivated employees through special events, incentive programs and constructive feedback.
 - Monitored and handled employee claims involving performance-based and harassment incidents.
 - Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for new employees.
 - Maintained company compliance with local, state and federal laws, in addition to established organizational standards.
 - Maintained payroll and benefits for employees in various locations and diminished financial discrepancies through expert program management.
 - Discovered and resolved complex employee issues that affected management and business decisions.
 - Accurately prepared weekly payroll and tracking data using Paycor and ADP WFN system.
- 04/2020 to 10/2020 **Human Resources Manager**
Pyramid Hotel Group – Mount Pleasant, SC
- Responsible for daily management of Human Resources functions for McLean County
 - Point of contact for all Department Heads and employees with Human Resources concerns or questions
 - Recommend, draft, and implement personnel policies and procedures to increase efficiency of processes
 - Manage talent acquisition process for McLean County; write job postings, prepare critical hire requests for County Board approval, post positions on job boards, interview, and hire
 - Analyze trends in compensation and benefits; research and propose competitive base pay programs to assist the organization in attracting and retaining top talent
 - Prepare business plan/justification on re-classifying and increasing wages for presentation to County Board
 - Review and approve all new hire, merit increase and termination payroll change forms
 - Coordinate benefits program including contract negotiation and renewal for Medical, Vision, Dental, Life, Pension and Added Benefits
 - Coordinate Family Medical Leave Act, Families First Coronavirus Response Act, and other Leave of Absences, ensuring that leaves qualify under federal law
 - Manage unemployment claims from initial claim through appeal process
 - Create learning and development programs and initiatives
 - Partner with management regarding performance issues, conduct employee disciplinary meetings, performance improvement plans, terminations, exit interviews and investigations
 - Lead special assignments and projects including creation of standard forms, process training guides and communication of new processes and procedures
 - Maintain compliance with federal, state, and local employment laws and regulations, and recommended best practices
- 08/2012 to 04/2020 **Human Resources Generalist**
Airgas Inc – Halethorpe, MD
- Provide human resource support for three Service Centers in Central Illinois totaling approximately 200 hourly and salaried employees
 - Ensure fair, equitable, and consistent application of all Personnel Policies and Procedures
 - Human Resources subject matter expert, trainer and mentor for the Chicago and St. Louis District
 - Review, audit, and submit payroll via Kronos Workforce for hourly employees on a weekly basis
 - Local Benefits Coordinator on all aspects of Benefits Program: Medical, Vision, Dental, Disability, Life Insurance, 401K, Family Care, EAP, PTO/Vacation, HSA, FSA, etc
 - Manage/update employee information in HRIS (Success Factors)
 - Investigate and resolve all employee related issues, incidents and complaints recommending discipline and/or termination when appropriate
 - Recruit, hire, onboard, and train all new hourly and salaried employees
 - Employee Engagement Coordinator, i.e. organize and execute all special events such as Employee Appreciation Week, Safety Celebrations, Birthdays and Anniversaries, Retirements
 - Worker's Compensation Coordinator: process claims, schedule medical treatment, coordinate with WC Vendor, arrange light duty schedules and tasks
 - Leave of Absence Coordinator: assist employees with submitting claims, work status updates, coordinate with LOA Vendor
 - Conduct exit interviews and process all terminations including voluntary, involuntary, reduction in force, layoffs, and retirements
 - Handle unemployment claims for all previous employees including unemployment hearings/appeals
 - Complete annual job selection process and vacation bidding for all hourly employees
 - Create, audit and update Personnel files for all employees
- ## EDUCATION

- 12/2008 **Bachelor of Science: Human Resource Management**
- Illinois State University - Normal, IL