

# JESSICA CLAIRE

100 Montgomery St. 10th Floor ♦ (555) 432-1000 ♦ resumesample@example.com

## PROFESSIONAL SUMMARY

Discerning Human Resources Manager with over 7 years of experience promoting productive communication and coordination across organizations. Specializing in Payroll, Benefits Management, Training and Development, and Employee Retention.

Knowledgeable in Medical and Manufacturing industry compliance.

## SKILLS

- Compensation and benefits
- Succession planning
- Payroll coordination
- Labor negotiations
- Personnel Recruitment
- Benefits and Compensation Management
- Training and Development
- Conflict Resolution
- Team Building
- Training programs

## WORK HISTORY

### Human Resources Manager, 10/1/17 - Current

Thermo Fisher Scientific Inc. – Breinigsville, PA

- Liaised between multiple business divisions to improve communications.
- Addressed employee conflicts with appropriate urgency, following all corporate procedures.
- Monitored and handled employee claims involving performance-based and harassment incidents.
- Maintained company compliance with local, state and federal laws, in addition to established organizational standards.
- Monitored administration of benefits program to maintain compliance with employee insurance program.
- Created user-friendly employee handbook that was much easier to update and maintain than prior manual.
- Oversaw workers' compensation program for employees injured on job.
- Handled on-boarding process for newly hired employees and distributed all paperwork.
- Provided immediate updates to entire employee pool when policies and procedures were altered.
- Answered employee inquiries regarding health benefits and 401k options.

### Human Resources Manager, 8/13/14 - 08/2017

Thermo Fisher Scientific Inc. – Coon Rapids, MN

- Monitored and handled employee claims involving performance-based and harassment incidents.
- Motivated employees through special events, incentive programs and constructive feedback.
- Devised hiring and recruitment policies for 110-employee company.
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for new employees.
- Directed job fairs to bring in local talent for long term and seasonal positions.
- Conducted company-wide town hall meetings to convey updates.
- Organized and led staff orientation programs and training to promote collaboration.
- Maintained company compliance with local, state and federal laws, in addition to established organizational standards.
- Initiated and maintained workers compensation cases for tracking, reporting and legal mechanics.
- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.
- Created and implemented forward-thinking initiatives to improve employee engagement.
- Directed onboarding and training for over 30 new employees each year, keeping company operations smooth and production efficient with skilled candidates.
- Provided guidance on policies and procedures to harmonize responses, provide appropriate investigation actions and reach resolution of grievances.
- Structured compensation and benefits according to market conditions and budget demands.
- Collaborated with cross-functional departments to create, manage and maintain time and payroll reporting.
- Enhanced team workflows and employee job satisfaction by coordinating communication between managers and employees.
- Forecasted expected personnel demands and developed forward-thinking approaches to achieve objectives.
- Adhered to all federal and state guidelines and managed payroll and benefits for over 110 employees.
- Managed random monthly drug testing for employees.
- Educated management on successful policy implementation and enforcement actions to prevent employee legal entanglements.
- Implemented new-hire program by incorporating training initiatives while resolving problems and processing related documents.

### Senior Collections Specialist, 08/2005 - 03/2013

Blueground – Chicago, IL

- Team Leader for Bank Collections
- counseled debtors on payment options and arranged installment agreements.
- Trained new team members on scripts, company services and collection strategies.
- Used skip tracing and other techniques to locate debtors.
- Handled 300 outbound and inbound calls daily with goal of collecting owed debt.
- Negotiated to collect balance in full.
- Maintained high volume of calls and met demands of busy and productive group.

• Achieved monthly goals of \$25,000 through effective use of skiptracing and talk-offskills.

• Delivered exceptional customer service on collection calls and maintained calm and professional demeanor.

• Worked in call center environment handling manual and automatically dialed outbound calls.

• Achieved performance goals on consistent basis.

## EDUCATION

### No Degree: Adult Learning And Education

Buffalo State College - Buffalo, NY

### Bachelor of Arts: Communications, 05/1993

State University of New York @ Geneseo - Geneseo, NY

- Relevant Coursework Completed: [Organizational Communications & Journalism](#)
- Member of [Minority Student Union](#), [Black Student Union](#)
- Elected to [Secretary](#) for Student Services in 1989-1991