

JESSICA CLAIRE

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(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Results-driven Human Resources professional with well-rounded experience in all functional areas of HR, labor law compliance, policy integration, employee relations and performance management. Supports management and effectively balances role of consultant and mentor with gatekeeper to control employer-related risks and grow management skills. Proven success at understanding unique business needs. Ready to take on new professional challenges.

SKILLS

- Managing employee relations
- Optimizing performance
- Coaching leadership
- Strategic planning
- Labor negotiations
- Benefits administration
- Organizational Development
- Integrating policies

WORK HISTORY

10/2017 to **Human Resources Generalist**

Current **Berkshire Bank** – Holden, MA

- Conducted multiple workplace injury investigations, saving company in claims.
- Updated and implemented systems for Workers' Compensation, FMLA, and accommodations.
- Implemented COVID-19 program, maintained LOA's and benefits from start to end and worked with managers to achieve compliance and recommended necessary changes.
- Translated fully updated employee handbook.
- Collective bargaining and union agreements negotiations recommendations.
- Processed unemployment claims and acted as company representative at unemployment hearings.
- Identified HR training needs and conducted training for employees and senior leaders while recommending approaches to effective continual improvements in business objectives.
- Investigated and responded to complaints of harassment, discrimination, employee grievances, disputes and responded to disciplinary issues.
- Instructed senior leaders on appropriate employee corrective steps under union agreement and organizational policies.
- Conducted exit interviews with employees leaving company to measure areas of success and opportunities for improvement.
- Followed programs, state and federal laws closely to assess effectiveness and make proactive changes to meet changing demands.

07/2013 to **Human Resources Coordinator**

09/2017 **Burlington Coat Factory Corporation** – Lilburn, GA

- Worked with implementation of HRIS software One-Point.
- Day-to-day go to for 350+ employees onsite, 200 employees located in four locations.
- Managed full cycle of recruitment process for direct and temporary hires and assisted by posting job ads, filtering applications, scheduling interviews, assisting in interview process and drafting offer letters.
- Served as company representative and directed job fairs to bring in local talent for long term and seasonal positions, networked with local colleges.
- Integrated talent management process to include analysis of potential talent gaps and development of career plans to identify and retain current talent and attract outside talent.
- Reduced workers' compensation claims by instituting corporate safety training program and led OSHA safety training for 200 plant employees.
- Accounts receivable, prepare and distribute payroll and year end processes and data audits.
- Workers' Compensation, FMLA requests, vacation, and sick and integration with payroll.
- Attendance record tracking for all locations, reviewed meal and rest breaks, overtime, time keeping for all employees including temp agencies.
- Supported leads with scheduling.
- Facilitated communication between employees and management by keeping parties informed of changes and translating.
- Instructed senior leaders on appropriate employee corrective steps.

01/2012 to **Customer Service Representative**

08/2013 **Pgim Global Short Duration High Yield Fund, Inc.** – Virtual Office, MT

- Cross-trained and provided back up for customer service managers.
- Surpassed daily sales goals and customer rewards accounts goal through optimal service.
- Maintained up-to-date customer accounts, inventory, and knowledge of product and service changes.
- Answered constant flow of 50+ customer calls promptly per day to avoid wait times, and resolved customer concerns.
- Successfully met aggressive deadlines in fast-paced environment.
- Fielded customer questions regarding available merchandise, current prices, upcoming company changes and sales promotions.
- Liaised with management and sales team to better understand customer needs, develop solutions and accomplish shared objectives.

EDUCATION

J.D.

John F Kennedy College of Law - San Diego, CA

- Relevant Coursework Completed: Business Organizations Law, Data Privacy Law, and Immigration Law.
- Awarded Highest Course Grade: Witkin's Award for Academic Excellence - Civil Procedure and Skills Spring 2021, Witkin's Award for Academic Excellence - Civil Procedure and Skills Fall 2020.
- Dean's List: Academic year 2020-2021

Bachelor of Arts: Communication Studies

California State University - Stanislaus - Turlock, CA

- Concentration on Relational and Organizational Communications with Minor in Sociology
- Dean's List: Spring 2015, Fall 2015, Spring 2016

Associate of Arts: Speech Communication

Modesto Junior College - Modesto, CA

- Awarded Communication Skills Recognition

AFFILIATIONS

Society for Human Resource Management (SHRM), Next Concept HR Association (NCHRA) - Contra Costa Region, Contra Costa County Employer Advisory Council