

# JESSICA CLAIRE

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## SUMMARY

HUMAN RESOURCES MANAGER Offering a 15+year HR career distinguished by commended performance and proven results. Effective at building value-based relationships with personnel at all organizational levels through leadership and innovation.

## HIGHLIGHTS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

## ACCOMPLISHMENTS

## EXPERIENCE

- 05/2011 to Current **Human Resources Manager**  
**Rich Products Corporation** – Torrance, CA
- Reporting directly to the CHRO; manage a comprehensive group of human resource functions which include Employment, Full Lifecycle Recruiting, Training and Development, Employee Relations, HRIS and Special Projects.
  - Provide counseling to employees and managers concerning HR related policies and procedures, appropriate management practices, and other employee related issues.
  - Serve as a catalyst for developing, implementing, and evaluating human resources policies, programs, and processes.
  - Provide human resources management support in the areas of employee relations, compensation, training, and recruitment.
  - Provide guidance, coaching and counseling on a variety of complex employee relation issues including performance and harassment.
  - Ensure positive employee relations through equitable, consistent and correct application and administration of all policies and procedures and compliance with all state and federal laws.
  - Successfully sourced, hired and on-boarded 60 employees since start.
  - Create an environment that drives results as well as team success.
  - Collaboratively partner with senior management to design, develop, and implement HR best practices and align with the companies' strategic goals and ICE principals.
  - Designing and implementing the performance evaluation program and salary administration plan.
  - Provide the management tools and training to coordinate salary administration and performance management, providing analysis, consultation and direction as needed.
  - Develop and implement strategies to help ensure effective recruitment, development and retention of technical staff.
  - Provide guidance on organizational restructuring to effectively link organizational strategic planning, mission, vision, goals and objectives with staffing levels and high-performing work structures while improving employee morale.
  - Provide insight and leadership to promote organizational effectiveness, talent planning and development.
  - Responsible for delivering appropriate training programs to meet needs of the organization; such as sexual harassment, HRIS, and customer service.
  - Approve and manage all personnel actions, including initiation and execution of Performance Improvement Plans, Recruitment, Retention and employee terminations.
  - Manage all immigration actions necessary to obtain EAD's, H1B's and Green Cards.
- 02/2009 to 05/2011 **Human Resources Generalist**  
**Algonquin** – Manchester, NH
- Reporting to the HR Director; managed all aspects of a full service Human Resources Department for 300+ employees across several locations.
  - Operated as a lead catalyst in all aspects of Human Resources including benefits, training, retention, recruitment, orientation, employee relations and compliance for offices in MA, CT, RI, VT, NY, FL, SC and NH.
  - Execute leadership and direction for Senior Management and employees providing sound judgment and expertise with current federal and state employment law and compliance.
  - Integrated with all levels of management to identify in-house training needs, update annual training schedule and coordinate with in-house trainers as well as outside consultants to identify the needs of employees and managers.
  - Developed and maintained a Human Resources Intranet within SharePoint to provide employees with current online information for manuals, forms, training and benefits.
  - Conducted all on-boarding and off-boarding of company personnel.
  - Implemented SAGE HRIS system to create real-time communication with Deltek payroll system.
  - Recruiting of staff at all levels through career fairs, online job banks, and company intranet.
  - Prepared and successfully filed all EEO and VETS reporting.
  - Administered all employee benefits, as well as DOT, pre-employment drug screening, E-verify, and OSHA requirements.
- 01/2006 to 02/2009 **Human Resources Administrator**  
**Charles River** – Memphis, TN
- Directly involved in all aspects of Human Resources; particularly compliance with government regulations for all US locations on a national level.
  - This position reported directly to the Human Resources Director.
  - Developed and maintained a Human Resources Intranet within SharePoint to provide employees with online information.
  - Conducted all on-boarding and off-boarding of company personnel.
  - Handled complaints and disputes under minimal supervision and escalated as necessary.
  - Conducted exit interviews of departing staff and conducted analysis of reasons for departure.
  - Prepared and successfully filed all EEO and VETS reporting.
  - Worked with PeopleSoft HRIS to create position codes for open positions at all RMS locations.
  - Coordinated the annual employee survey for each RMS location and provided the data analysis to senior management.
  - Managed the venue and all logistics for the annual HR conference.
  - Assisted with the immigration process including processing of visa paperwork; interacting with the designated law firm and participating in the recruitment campaigns for those individuals.
- 01/2005 to 01/2006 **HR/Scheduling Coordinator**  
**Blue Origin** – Pensacola, FL
- Coordinate and schedule all IBM learning classes.
- 01/2003 to 01/2005 **Office Manager**  
**Core Mark** – Fargo, ND
- Answer phones, assist with residential closings, organization of all legal pleadings and files.
  - Conduct client intakes.
- 01/2000 to 01/2002 **Sr. Human Resources Generalist**  
**GSI LUMONICS** – City, STATE
- Reporting to the HR Director; managed all Human Resources responsibilities for 200 employees in a manufacturing environment.
  - Consult with managers throughout the organization to develop recruiting strategies for experienced hires; Recruit and fill open head count in any and all departments including Marketing, Finance, Engineering, Sales, Operations, etc.
  - Create job descriptions in conjunction with hiring managers and, working with Human Resources, align job descriptions with compensation recommendations, establish appropriate salary ranges Lead the creation of a recruiting and interviewing plan for each open position and efficiently and effectively fill open positions Perform searches for qualified candidates according to relevant job criteria using computer databases, networking, Internet recruiting resources, media, association memberships, trade groups and employee referrals Pre-screen and interview applicants and recommend hires; conduct reference/background checks; initiate employment letters; create follow-up correspondence with interviewed candidates Maintain all pertinent applicant and interview data Practices comply with EEO and ADA guidelines Conduct new hire orientations and collect all new hire paperwork for on boarding Assist in planning office events; holiday parties, summer picnics, etc.
  - Maintain, process, and update files, records, and other documents as needed Other projects as assigned by.
- 01/1995 to 01/2000 **Human Resources Generalist/Office Manager**  
**LEASECOMM CORPORATION** – City, STATE
- Reporting to the Director of Human Resources; provided all HR support to 200+employees; from collections, legal, customer service and sales.
  - Developed and implemented recruitment and employment programs.
  - Responsible for matching the skills of new hire candidates to management requirements in order to successfully fill positions in a timely fashion and cost efficient manner.
  - Coordinated employment advertising to ensure recruitment of the best candidates available.
  - Coordinated and conducted screening, interviews and candidate selection.
  - Conducted new hire orientation and processes and inputs new hire paperwork.
  - Responsible for keeping complete and accurate employee records for the region.
  - Served as resource for all HR policies and benefit issues.
  - Coordinated and conducted training and development programs as required by local operational needs and corporate priorities and requirements.
  - Assisted managers with employee counseling, proper documentation of performance issues and terminations, as required Directly managed four receptionists and two warehouse/stockroom employees.
- 01/1989 to 01/1994 **HR/Benefits Representative**  
**RAYTHEON COMPANY** – City, STATE
- Reporting to the Benefits Manager; managed and processed all Leaves of Absences and worked with company doctor on returning employees back to work Provide guidance in interpreting leave policies, Federal and State leave laws, & leaves covered under a collective bargaining agreement for employees, Managers and HR Generalists.
  - Provide instruction to employees, Department Managers and HR Generalists on appropriate procedure for leaves.
  - Work closely with Occupational Health staff on status of leaves.
  - Process all leaves of absence.
  - Develop and send applicable letters to employees detailing the status of their leave application and leave implications (pay, benefits, return to work, etc.).
  - Maintain accurate records of employees on leaves.
  - Instruct payroll on appropriate time reporting during leaves utilizing applicable policies.
  - Create monthly reports on leave trends including current leaves, returns from leaves and leave volume processed.
  - Communicate with employee and vendors and provide timely follow-up to questions, concerns and issues.
  - Develop and maintain leave materials for managers and employees using printed and online mechanisms.
  - Work closely with HR Manager and Employee/Labor Relations Manager on various leave issues and concerns.
  - Participate in various leave and benefit projects as assigned.

## EDUCATION

Aquinas College - College Coursework VILLANOVA MASTER HR CERTIFICATE - IN PROCESS OF NOTE

## SKILLS

PeopleSoft, ADP, SkillSoft, Deltek & Costpoint Microsoft Office, LinkedIn, Facebook, Twitter, Job Boards Cyber Recruiter Halogen Talent Management

## PROFESSIONAL AFFILIATIONS

Notary Public; Commission Expires November 10, 2017 DOT Current Public Trust Clearance Human Resources Service of Excellence Award Society for Human Resource Management (SHRM) Northeast Human Resources Association (NEHRA)