

Jessica Claire

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SUMMARY

Highly-focused and ambitious administrative professional bringing [Number]+ years management experience with extensive customer service, public relations and philanthropic background. Astute and proactive problem-solver possessing elevated business and operations acumen honed through progressive career history, diverse industries knowledge and accomplished education. Talented in key HR functions, spanning employee hiring, training, development and retention-promoting relationship building. Pursuing opportunities to leverage advanced competencies and deliver valuable contributions.

SKILLS

- Human Resources
- Hiring and recruitment strategies
- Manager coaching and training
- Human and animal evacuations
- Excellent oral and written communication
- File and records maintenance
- Labor and delivery guidance
- Recruiting and interviewing
- Budget planning and management
- Staff development and leadership
- Records management systems
- Staff development
- Problem Resolution

EXPERIENCE

HUMAN RESOURCES AND RECRUITMENT MANAGER 08/2019 to CURRENT

Performance Food Group | Alexandria, LA

- Developed and managed recruitment process sourcing as many as [Number] candidates each year to fill key positions.
- Established and communicated recruitment objectives and policies to employees.
- Discussed openings with department managers, as well as desired characteristics and qualifications in candidates.
- Challenged and refined current recruitment and sourcing processes by suggesting actionable improvements and innovations.
- Partnered with management to establish workplace safety curriculum for training and education purposes.
- Sourced and developed sourcing leads to increase recruiting base.
- Reduced accidents in workplace by being proactive with prevention by implementing safety policies and procedures.
- Supported onboarding of new employees by supplying key job information, including organizational policies, job duties and employment benefits.
- Created and implemented incentive program for hiring and retaining of employees.
- Served as the liaison between business divisions to facilitate communications.
- Devised training programs for new and existing employees.
- Oversaw job fairs to bring in local talent for long-term and seasonal positions.
- Answered employee questions regarding health benefits and 401k options.
- Conducted exit interviews and recorded employee feedback for use in retention strategy development.
- Managed the administration of benefits and compensation plans.
- Conducted employee performance reviews to access strengths and weaknesses, keeping feedback positive and constructive.
- Executed strong negotiation skills to be able to see both sides and work to reach agreements that satisfy both parties.
- Identified staff vacancies and recruited, interviewed and selected best applicants for numerous positions.
- Oversaw schedule and itinerary coordination, facilitating increased productivity.

ASSISTANT MANAGER 08/2017 to 07/2018

Petco | West Orange, NJ

- Enforced company policies and procedures to strengthen operational standards across departments.
- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.
- Implemented training processes for newly hired employees and supervised department managers, shift leads and production personnel.
- Initiated inventory control measures to manage and replenish stock, maintain costs and meet customer demands while monitoring clothing, accessory and shoe levels.
- Maintained inventory accuracy by accurately counting stock-on-hand and reconciling discrepancies.
- Analyzed trends, identifying consumer demand and forecasting seasonal trends.
- Conducted job interviews, led employee performance evaluations with constructive feedback and rewarded top sales performers to attract and retain top-quality personnel.
- Produced monthly sales and performance reports, supporting operational planning and strategic decision making.
- Reviewed sales reports to enhance sales performance and improve inventory management accuracy.
- Supported sales management initiatives to optimize business development.
- Managed recruiting and screening processes for [Number] potential participants.

DEPARTMENT MANAGER 02/2017 to 01/2018

Arizona Department Of Public Safety | Phoenix, AZ

- Cultivated talented team of departmental employees through outstanding mentoring, coaching and teaching skills.
- Assessed, optimized and elevated operations to target current and expected demands.
- Enforced safety rules and other policies to protect employees and minimize company liability.
- Developed and implemented promotional strategies to drive business success and maintain budgetary guidelines.
- Kept department on-target to meet sales and profit objectives by minimizing waste and pursuing revenue generation opportunities.
- Trained [Number] employees in inventory practices, POS systems and product knowledge, contributing to [Number]% increase in customer satisfaction ratings.
- Coached, trained and mentored new team members and manager trainees.
- Performed opening and closing duties as part of management team, including cash management.
- Established, enforced and updated policies keeping business agile and responsive to changing market conditions.
- Calculated expenses to correctly mark-up merchandise, remaining competitive.
- Determined performance goals for departmental employees and provided feedback on methods for reaching those milestones.
- Enforced established payroll-related policies, procedures and regulations and adherence to company and governmental policies.
- Corrected payroll transactions by voiding checks and issuing stop payment orders.
- Audited contracts, orders and vouchers.
- Onboarded new employees in time reporting and payroll systems.
- Prepared purchase orders and expense reports.

ADMINISTRATIVE SUPERVISOR 03/2014 to 03/2017

Six Flags Entertainment Corp. | City, STATE

- Recruited, trained and developed dynamic administrative team, supporting all corporate growth and productivity objectives.
- Interviewed, onboarded, developed and oversaw daily activities of [Number] clerical and administrative office personnel.
- Distributed company correspondence, including memos and updates to reinforce and apprise departments and divisions of corporate objectives and developments.
- Evaluated and identified ineffective workflow processes, implements solutions to improve productivity and personnel performance.
- Conducted [Timeframe] performance evaluations of office staff to monitor progress and productivity and recommend promotions, corrective or disciplinary actions.
- Trained [Number] employees on best practices and protocol while managing teams to ensure optimal productivity.
- Optimized personnel coverage, preparing work schedules based on staff availability and forecasted demands.
- Administered physical and digital filing systems, keeping records well-organized and easily retrievable by team members.
- Mentored new employees on [Task] and [Task] and delivered constructive feedback to increase understanding of job duties.
- Automated office operations, managing client correspondence, record tracking and data communications in database and case management software.
- Coordinated office activities and operations to secure efficiency and compliance with company policies.
- Maintained files and records for [Number] clients and observed all safety protocols to prevent breaches and misuse of data.
- Elevated productivity initiatives and managed presidential calendar, including coordinating itinerary and scheduling appointments.
- Conducted employee performance reviews to access strengths and weaknesses, keeping feedback positive and constructive.
- Crafted leadership development programs personalized to each area to challenge and advance current leaders.
- Identified vacancies and recruited and hired applicants to fill positions in variety of departments.
- Maximized HR efficiencies and maintained compliance with operational functions by performing background investigations, employment interviews, requisition posting, budgeting, statistical reporting, confidential document control and protocol development.

EDUCATION AND TRAINING

Bachelor of Science | Business Administration 05/2020 Morgan State University, Baltimore, MD