

JESSICA CLAIRE

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Professional Summary

Training/Development Coaching Intern Coordination Strategic Organized teaching professional with more than 10 years of instructing expertise. Great enthusiasm for teaching complex science concepts to students.

Skills

- Managing classroom for diverse populations
- Expertise in Adult Learning
- Strong collaborator
- Experience with special-needs students
- Critical thinking
- Student-centered learning
- Interpersonal skills
- Age-appropriate lesson planning
- Creative imagination stimulation
- Audio-visual aid implementation
- Student motivation
- Positive learning environment
- Computer proficient

Work History

Human Resources, 2011 to 2013

Abm – Bay Saint Louis, MS, South Africa

- Served on the Equal Employment Opportunity (EEO) Committee.
- Administered the EAP, including conducting wellness sessions.
- Human Resources Development Practitioner 2010.
- Managed the wellness program, including training ~1,000 employees across ten separate units.
- Trained personnel on conflict management
- Trained personnel on sexual harassment
- Trained personnel on dealing with Abuse
- Training personnel on Work Ethics
- Trained personnel on physical well being
- Trained employees on performance management
- Coordinated ad-hoc projects, including analyzing data and producing report content.
- Successfully improved employees participation in the classroom through integration of creative role-playing exercises.

Facilitator/Coach/Assessor, 2009 to 2010

PMI PROJECT MANAGEMENT INSTITUTE – City, STATE, South Africa

- Coached/Facilitated over 700 learners
- Managed learnership projects for 700+ learners.
- Analyzed training needs and scheduled training sessions.
- Provided coaching as well as portfolio assessment development.
- Managed data for reporting purposes.
- Generated quarterly progress reports.

Project Assistant/Facilitator, 2006 to 2008

PRIOR LEARNING CENTER – City, STATE, South Africa

- Sold training models to clients, including presenting the national qualifications framework.
- Functioned as an adult learner specialist to coach professionals towards full qualification.
- Advised learners and assessed their responses.
- Presented general management, business administration, and contact center training and facilitated the development of workplace skills plans for compliance purposes in addition to instructing other assessors.
- Supported and managed projects.
- Performed quality assurance on data.
- Compiled reports and spreadsheets.

Education

Bachelor of Arts: Human Resources Development , 2013

North West University - South Africa - North West

Bachelor's Degree: Human Resources Development

West University

Human Resources Development

GED: 2006

Learning Performance Link - South Africa Johannesburg

- Studying preparing to learning events
- Facilitating learning events
- Basic of adult learning concepts

Accomplishments

- Resolved 99% of disputes, reduced absenteeism 50% through an Employee Assistance Program (EAP), and improved compliance up to 70% in some units by conducting comprehensive quarterly HR audits over a two-year period.
- Represented an HR team in a months-long mediation process to resolve miscommunication between management and union members as well as the refusal of management to recognize the union's presence and honor existing bargaining agreements; provided post-resolution monitoring to ensure compliance with agreements and procedures.
- Increased employee efficiency and productivity 60% and boosted morale by training all 40 managers on a performance management tool and facilitating continuous performance discussions.
- Substantially reduced overtime and minimized the risk of being targeted for a labor relations audit by conducting a detailed analysis of more than three months of hours worked and proposing that shifts be re-arranged to optimize workload distribution.
- Conducted timely orientations for 1,000+ employees in two regions.
- Implemented wellness program training and training strategies across all nine provinces of South Africa.
- Established a standard process for responding to workplace injuries in a production department to ensure injured personnel received proper attention and help.
- Closed sales, provided coaching, and managed assessments for 1,000+ learners as the leader of a regional office with a growing client base.
- Experience BROOKHAVEN NATIONAL LABORATORY, Upton, New York Human Resources Administrator/Generalist (Temporary), Diversity Office 2013 to Present Assists in investigating employees and addressing employee concerns.
- Documents investigations.
- Performs regular reviews of applicant processes.
- Prepares strategic plans to attract and engage a diverse workforce.

Skills

ad, arbitration, business administration, coach, coaching, conflict resolution, content, clients, general management, Human

Resources, HR, instructing, mediation, performance management, personnel, presenting, processes, producing, Progress, quality assurance, recruitment, reporting, spreadsheets, strategy, Training Development