

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

SIGNATURE QUALIFICATIONS Strategy Development | Organizational Development | Talent Acquisition and Management | Employee Relations Workforce Planning and Management | Performance Management Process Improvement | Payroll/Benefits Administration

SKILLS

- ADP
- Benefits
- Billing
- Coaching
- Customer relations
- Delivery
- Employee relations
- Forms
- HRIS
- Human Resources
- Human resource
- HR
- Insurance
- Leadership
- Office
- Negotiations
- Employee Relations
- Onboarding
- Staff Management
- Payroll
- Policies
- Processes
- Protocols
- Recruiting
- Recruitment
- Reporting
- RFP
- Safety
- Spanish
- Staffing
- Strategy
- Strategic
- Tax
- Phone
- Vendor relations
- Performance Management
- Employee Engagement
- Talent Management

WORK HISTORY

09/2018 to Current **Human Resources Business Partner**

Maersk – Columbus, OH

- Provides strategic human resources leadership and support to a staff of 255 employees.
- Established HR as a strategic partner to the business, ensuring alignment of human resource initiatives with corporate goals and strategies.
- Advises, counsels, and trains managers regarding employee relations, ensuring consistency and internal/external compliance when determining disciplinary actions and performance improvement plans.
- Implemented and maintains Affirmative Action Plan for the division.
- Collaborated with a local college to establish a no-cost training plan with \$140,000 worth of job-related courses for all staff members.
- Manages payroll and benefit administration; performs reconciliations, administers garnishments, audits, updates tax notices, and completes VEVRAA filings.
- Manages the Workers' Compensation and accident management program; documents injuries and investigates, determines necessary trainings and communicates with insurance carrier as well as corporate regarding status of claims.
- Utilizes ADP Workforce NOW for payroll and employee records maintenance.
- Accomplishments:
 - Implemented strategic recruiting strategies (LinkedIn, college resources, job fairs) to optimize retention and reduce turnover by 20%.
 - Reduced use of staffing agencies by 90%; provided training to managers in the areas of interviews, candidate evaluations and skills assessments as well as improved the onboarding process.

09/2015 to 09/2018 **Human Resources and Payroll Administrator**

Delta Solutions And Strategies – Minot, ND

- Managed the human resources program and related strategic initiatives for a staff of 48 and one direct report.
- Created, implemented, and provided training on policies and procedures consistent with industry best practices; new policies included attendance, cell phone, background checks/FFRCA notifications and drug testing.
- Administered benefit plans through broker and vendor relations; negotiated annual renewal rates and changes, conducted open-enrollment and provided various forms of communication to staff (including interpreters for Spanish speakers) regarding changes.
- Administered payroll in compliance with Davis-Bacon, mandated reporting as well VEVRAA filings.
- Managed all employee relations activities, ensured disciplinary processes and terminations were handled consistently and in accordance with company policies and procedures.
- Served as Safety Manager for construction worksites; maintained OSHA records/communication and provided safety trainings.
- Handled all Workers' Compensation claims and accident management; collaborated with the insurance carrier in management of the claims.
- Managed workforce development and management plans; ensured alignment with company strategic initiatives and employee needs.
- Accomplishments:
 - Managed the RFP, selection, testing and implementation of a new HRIS program, Simple HR; consolidated processes and employee-related information.
 - Improved talent acquisition and retention strategies through use of electronic jobs postings, career fairs, and referral bonuses.
 - Prepared all human resource documentation, including new hire letters, employee contracts and corporate policies.
 - Answered employee inquiries regarding health benefits and 401k options.
 - Managed benefits enrollment by answering questions and aiding employees with login details.
 - Organized company-wide events designed to boost employee morale.

01/2007 to 01/2015 **Human Resources and Payroll Director**

Bethany Medical Center – City, STATE

- Provided leadership of human resource activities for 265 employees and one direct report.
- Ensured alignment of talent management programs with company strategy through trainings, employee engagement activities, and leadership buy-in.
- Provided advice, counsel, and training to management in all areas of employee relations; improved management abilities to handle disciplinary issues as needed.
- Performed full-cycle recruitment and talent acquisition through use of ATS, online job postings, career fairs and internships as well as managed the 90-day onboarding program.
- Created and implemented policies and procedures; consolidated manuals for multiple sites into one; policies created included attendance, social media, technology, drug testing, and background checks.
- Administered the benefits program including RFP process, rate negotiations, broker communications, mandated reporting and enrollments.
- Payroll administration included bonus processing, 401k compliance/reporting, multiple payroll-cycles based on department, and contractor payments.
- Partnered with management in the development and delivery of training initiatives and usage of HRIS and Electronic Medical Records (EMR) systems.
- Accomplishments:
 - Completed the RFP, selection, testing, training and data consolidation processes for two HRIS implementations; significantly reduced cost while ensuring service continuity and meeting the needs of staff.

11/2005 to 09/2007 **Office Manager & Billing Specialist**

Cranbrook Primary Care – City, STATE

- Managed a medical staff team of seven staff members.
- Administration of patient billing and insurance communications.
- Create and implemented office procedures and policies including safety protocols and procedures, billing procedures for all patients and improved definition of processes.
- Managed the performance and employee engagement programs for all staff; provided off-site activities for employees/families, as well as provided training and educational volunteer opportunities.
- Provided coaching to management and staff in the areas of performance and customer relations.

EDUCATION

Master of Science: Human Resources Management

Southern New Hampshire University - Manchester, NH

Bachelor of Science: Business Administration With HR Concentration

Southern New Hampshire University - Hooksett, NH

AFFILIATIONS

Member – Society of Human Resources Management (SHRM) Member – Winston Salem Chapter of Society of Human Resources Management (WSSHRM)