

Jessica Claire

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SUMMARY

Meticulous Human Resources Specialist bringing 20 years of experience promoting open-door environment conducive to superior team morale and performance. Cultural change-management specialist with expertise in training, orientation and on-boarding. Highly skilled in regulatory compliance, benefits administration and operational planning and committed to promoting diversity and inclusion in employee relations.

SKILLS

- HRIS applications proficient
- Personnel recruitment
- Cost reductions
- Personnel engagement
- Policies implementation

EXPERIENCE

HUMAN RESOURCES SPECIALIST

11/XXX7 to CURRENT

Brown University | Providence, RI

- Supervised staff and client training to ensure comprehensive knowledge of federal, state and local regulations.
- Supported clients with HR practice development and program creation, including performance management and evaluations, job descriptions and salary ranges.
- Evaluated staff performance at multiple facilities and made recommendations for training improvement.
- Supported top talent identification processes by interviewing candidates and executing all HR steps, including onboarding, orientation and benefits.
- Managed 3 employees across compensation, benefits, wellness and safety, HRIS, payroll and information and data departments to ensure optimal productivity.
- Managed strategy for performance evaluation, corrective action and disciplinary measures.
- Oversaw all facets of staff and client training objectives to install knowledge of federal, state and local regulations and requirements.
- Guided staff on hiring practices, salary ranges, and position request forms.
- Assessed and filtered resumes from potential job candidates to determine qualified individuals.
- Developed process improvements and streamlined procedures to effectively resolve employee discrepancies.
- Mitigated regulatory risks by advising leadership with recommendations on organizational policy improvements, including equal employment opportunity and sexual harassment for corrective action planning.
- Prepared employees for assignments by establishing and conducting orientation and training programs.
- Liaised between management and employees to deliver conflict resolution, resolve problems and interpret compensation and benefits policies.
- Posted well-written vacancy announcements using available recruitment tools to attract talented, highly skilled job applicants.
- Launched internal postings and marketing in addition to maintaining employment opportunities online.

HUMAN RESOURCES SPECIALIST

07/XXX5 to 10/XXX7

Brown University | Providence, RI

- Planned recruitment events for interested applicants and organized onboarding activities for newly hired employees.
- Supervised staff and client training to ensure comprehensive knowledge of federal, state and local regulations.
- Supported clients with HR practice development and program creation, including performance management and evaluations, job descriptions and salary ranges.
- Supported top talent identification processes by interviewing candidates and executing all HR steps, including onboarding, orientation and benefits.
- Managed strategy for performance evaluation, corrective action and disciplinary measures.
- Oversaw all facets of staff and client training objectives to install knowledge of federal, state and local regulations and requirements.
- Assessed and filtered resumes from potential job candidates to determine qualified individuals.
- Implemented employee engagement and development activities, presentations and training to maximize productivity and unite workforce.
- Developed process improvements and streamlined procedures to effectively resolve employee discrepancies.
- Trained staff on software functionality for human resources processes, including employee referral program, sensitive position tracking and tuition assistance program.
- Mitigated regulatory risks by advising leadership with recommendations on organizational policy improvements, including equal employment opportunity and sexual harassment for corrective action planning.
- Prepared employees for assignments by establishing and conducting orientation and training programs.
- Liaised between management and employees to deliver conflict resolution, resolve problems and interpret compensation and benefits policies.
- Posted well-written vacancy announcements using available recruitment tools to attract talented, highly skilled job applicants.
- Managed 1 employees across compensation, benefits, wellness and safety, HRIS, payroll and information and data departments to ensure optimal productivity.

HUMAN RESOURCES ASSISTANT

09/2005 to 07/XXX5

Casa Systems | Atlanta, GA

- Conducted employment verification and background investigation to facilitate hiring process.
- Guided new hires through orientation and on-boarding and explained documentation requirements to facilitate HR process.
- Assisted with employee termination process to drive consistency and reduce discrimination claims.
- Reviewed and processed payroll-related actions to drive data accuracy and comply with company policy and federal and state regulations.
- Prepared and submitted final pay for exiting employees to comply with federal law.
- Created, organized and maintained employee personnel files to keep sensitive data secure.
- Developed and maintained training materials and benefits packets for new hires.
- Submitted monthly, quarterly and weekly reports to Huntsville to track mandatory requirements.
- Filed documents, delivered mail and performed bookkeeping to facilitate office operations of HR department.
- Examined employee files to answer inquiries for assistance with personnel actions.
- Verified previous employers and other references to determine applicants' employment acceptability.
- Reviewed all candidate documentation, including identification, references and background checks in alignment with hiring protocol.
- Coordinated training schedules and filed crucial administrative paperwork.

CLERK SPECIALIST

04/2002 to 09/2005

State Of Iowa | Ashton, IA

- Created, updated and maintained detailed documents and spreadsheets by creating professional charts, tables and filters.
- Filed documents according to alphanumeric system to promote ease of use and optimal team productivity.
- Supported office clerical functions using word processing and other software, email and office machines.
- Oversaw office inventory by restocking supplies and submitting purchase orders.
- Followed all confidentiality rules to preserve data quality and reduce chance for information compromise.
- Prepared packages for shipment by generating packing slips and setting up courier deliveries.
- Sorted and distributed business correspondence to correct department or staff member.
- Organized computer-based information to minimize errors.
- Assisted team members with special projects by coordinating records and resources to meet expected requirements.
- Supported office document needs, including scanning documents and routing business correspondence.
- Observed all deadlines, enabling timely completion of tasks.
- Processed timely accounts payable and accounts receivable updates to keep financial records current and compliant with standards.
- Answered multi-line telephone system and routed calls to appropriate personnel.
- Contacted customers about changes or updates in accounts and communicated potential problems.
- Delivered high-quality customer service through deep commitment to knowledge and performance.

EDUCATION AND TRAINING

GED
Lamesa High School, Lamesa, TX

BuOness
Howard College, Lamesa, TX