

# JESSICA CLAIRE

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## SUMMARY

Versatile Human Resources Specialist offers recruitment, policy development and office management expertise paired with outstanding multitasking and communication abilities. Goal-oriented professional with 6 years of comprehensive experience retaining employee relations. Commended for superior performance and consistently going above and beyond to exceed goals. Diplomatic Human Resources Specialist with 6 years of comprehensive experience managing and guiding employees. Polished in conducting background checks, organizing and scheduling interviews and administering employment benefits. Commended for creating positive organizational climate and improving employee morale and job satisfaction. Motivated Human Resources Specialist offering 6 years of experience promoting employee retention through incentive programs and well-researched compensation packages. Well-versed in employment regulations and records management requirements. Tech-savvy individual with advanced knowledge of job-related software. Employee-focused [Job Title] with detailed knowledge of organizational human resources policies, services and practices. Essential facilitator of key operational details relevant to company onboarding and exit procedures, assisting employees with smooth transitions on either end. Accommodating [Job Title] focused on sourcing high-quality candidates and minimizing turnover to enhance team productivity. Coordinated and organized professional with [Number] years of vast experience managing employee relations activities in fast-paced, growing company. Attentive listener committed to building strong, trusting relationships with staff and management. Results-focused [Industry] professional with strength in [Skill]. Proactive leader with strengths in communication and collaboration. Proficient in leveraging [Area of expertise] and [Area of expertise] knowledge to promote [Result]. Adept at managing concurrent objectives to promote efficiency and influence positive outcomes. [Job Title] with talent for [Task] and [Task]. Strong knowledge of [Area of expertise]. Communicative and team-oriented with proficiency in [Software]. Proven history of fostering [Action] to meet team, individual and management objectives.

## SKILLS

- Cost Reductions
- Personnel Engagement
- HRIS Applications Proficient
- Personnel Recruitment
- Spreadsheet Development
- Computers and Technology
- Multitasking and Time Management
- Microsoft Office
- Task Prioritization
- Appointment Coordination
- Verbal and Written Communication
- Professional and Courteous
- Schedule Management
- Document and File Management
- Payment Distribution
- Meeting Note Taking
- Spreadsheet Tracking
- Employee Communications
- Reception Duties

## EDUCATION AND TRAINING

El Camino College  
Torrance, CA • 05/1981  
*Associate of Arts: English*

Orange Coast College  
Costa Mesa, CA  
Real Estate

## EXPERIENCE

**General Electric - Human Resources Specialist**  
Tampa, FL • 10/2016 - Current

- Provided essential support to address individual HR needs of employees.
- Researched and analyzed recruitment data to provide detailed statistical reports.
- Established and generated various reports to verify HR compliance.
- Analyzed job descriptions and determined recruitment plan, timeline and advertising efforts to fill positions.
- Developed and documented HR procedures to refine processes and drive compliance with policies.
- Conducted background checks and orientation, coordinating new employee onboarding process.
- Developed incentives to drive employee retention and improve work culture.
- Identified opportunities to improve HR programs and proposed solutions to increase efficiencies.
- Maintained human resources records by processing applications and resumes.
- Developed recruitment updates to review trends, competitive intelligence and talent demographics.
- Consulted with internal clients to evaluate labor trends and competitor talent insights for pointed candidate selection.
- Assisted candidates with application processes by answering questions about application, performing background checks, providing I-9 forms and handling drug screening paperwork.

**Road & Rail Services - Supervisor**  
Wentzville, MO • 09/2012 - 05/2016

- Resolved customer complaints and adjusted policies to meet changing needs.
- Established and enforced clear goals to keep employees working collaboratively.
- Identified and corrected performance and personnel issues to reduce impact to business operations.
- Maintained operating schedules to provide effective coverage for key areas and achieve objectives.
- Interviewed applicants, recommended individuals for hiring and evaluated staff performance.
- Coordinated employee schedules according to shift changes and availability.
- Coached staff members to develop long-term career goals.
- Monitored employee productivity to provide constructive feedback and coaching.
- Responded to employee concerns or complaints by coordinating with human resources team to solve issues.
- Responded to customer questions regarding products, prices and availability.
- Planned and managed resources to consistently meet production, quality and cost goals.
- Reviewed completed work to verify consistency, quality and conformance.
- Hired team members and trained in collaborative team environment.
- Maintained safe work and collaboration spaces for night employees.

**Danbury Health Systems - Administrative Secretary**  
Brewster, NY • 06/1984 - 05/2012

- Maintained office supplies inventory by checking stock and ordering new supplies.
- Received and routed incoming calls and correspondence to promote timely communication.
- Scheduled and coordinated meetings, appointments and travel arrangements for managers or supervisors.
- Oversaw office inventory by restocking supplies and submitting purchase orders.
- Monitored scheduling and event coordination for corporate fundraisers and executive meetings.
- Wrote email messages, memos and business letters for management and proofread documentation to provide error-free correspondence.
- Answered phone calls by [Number] ring and asked appropriate questions to determine which department or staff member could be of service.
- Screened visitors and directed to specific location for office safety.
- Produced and distributed memos, newsletters and other forms of communication.
- Directed clients and guests to correct departments, rooms and staff members.
- Processed incoming mail and packages and placed envelopes in bins for employees.
- Compiled and produced presentations and reports as directed by leadership team.
- Made travel arrangements and reservations.
- Collaborated with management staff in meetings, took meticulous notes and distributed minutes to attendees.
- Managed office duties, ordered materials, organized workspaces, answered emails and made phone calls.
- Answered phones to direct callers, schedule appointments and provide general office information.
- Delivered exceptional customer service through direct communication with clients and team members.
- Responded to client and vendor inquiries via email and telephone, providing updated and accurate information.
- Organized training, client meetings, team meetings and events.