

JESSICA CLAIRE

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10th Floor

SKILLS

- Performance Management
- Employee Relations
- Onboarding
- Employee Engagement
- Talent Management
- HR Policies
- Performance Appraisals
- Training Programs
- Labor Relations

EDUCATION

Bowie High School
Bowie, MD • 06/1997
High School Diploma

CERTIFICATIONS

June 2021: McKinsey Black

Management Accelerator
Program

- Problem Solving
- Business Strategy

November 2017: Michigan
State University

- Workforce Management
and Development
Certificate
- Human Resource
Management Certificate

PROFESSIONAL SUMMARY

Human Resources (HR) Business Partner driven to bringing an innovative approach to HR management while creating a diverse, team-driven and inclusive environment that fosters room for development and growth.

WORK HISTORY

Risk Strategies Company - Human Resources Business Partner

Youngstown, OH • 08/2013 - Current

- Oversees strategic-level HR management towards growth and development of all assigned district stores and association.
- Manages day-to-day operation by directing and formulating all HR processes and initiatives across 19 Giant stores dedicated on inclusively retaining motivated and talented diverse staff.
- Leads corporate growth and competitiveness through effective performance management systems through proactive implementation of strategic programs intervention and problem solving.
- Oversees, facilitates, and monitors successes, opportunities, and deficiencies in departmental programs through store visits, surveys, exit interviews, and data analysis.
- Ensures service before self by exhibiting standard of excellence and integrity that produces respect, creates vision, and enlists constructive support.
- Works to implement strategic intervention in response to feedback.
- Provides one-on-one coaching and facilitates management-training sessions that actively enhances staff recruitment and retention associate relations, operational issues, compensation, performance management and contract compliance.
- Assesses training needs and drives development of training modules to address specific management programs.
- Advises and counsels Store Managers in consistency with company policies/practices, legal considerations, compliance regulations, and company priorities—advocating both company and associate concerns.
- Utilize strategic workforce plans to drive talent recruitment and pipeline initiatives; collaborate with Talent/Learning on new/innovative recruitment methods.
- Represents organization at personnel-related hearings and investigations.
- Conducts and resolves Equal Employment complaints and associate disputes through union grievance meetings.
- Ensures diversity within talent acquisition by ensuring balanced and diverse slate of candidates for all positions recruited.
- Manages full cycle of recruiting, hiring and onboarding new employees.

Tommy Bahama - Store Manager

Waikoloa, HI • 06/2009 - 08/2013

- Managed store staff, effective store merchandising, and Giant stores' community involvement.
- Recruited and managed staff of 125.
- Created and exceeded budgeted goals on weekly, monthly, and quarterly basis.
- Drove up sales by 20% through effective merchandising, exceeding previous year's bottom line.

- Utilized weekly and quarterly sales planners to achieve high gross profits.
- In compliance with State and Federal laws, oversaw over payroll, supplies, maintenance costs, utilities, and accident claim expenses

- Trained and established Customer Service Manager and Non Perishable Manual to ensure proper store operation upon Store Manager's absence.

- Reduced and maintained proper inventory levels for store by utilizing ordering systems and company best practices.

- Enhanced training and development for all new staffers and ongoing training for existing staff.

- Identified qualified staff to participate in training programs that would advance them into management position(s).

- Facilitated Giant Food Stores' community involvement by working closely with neighborhood associations, schools, and churches to provide best in class service to community.

- Addressed all feedback from all customer-tracking studies and ensured all consumer questions or complaints were handled timely.

- Delivered exceptional customer service while holding staffers accountable for achieving results.

Transdevna - Customer Service Manager

Atlanta, GA • 07/2006 - 06/2009

- Recruited, interviewed, and coordinated hiring panel on potential store associate candidates.

- Coordinated new employee orientation and department-specific training in conjunction with training coordinator.

- Managed and monitored 70 associate development plans and progress to maintain diverse front-end environment.

- Oversaw and managed entire store community to include front-end operations, oversight of cash office and customer relations.

- Managed fund raising events and gift certificate programs.

- Ensured high level of customer service.

- Documented front-end associate performance issues and took disciplinary action as needed.

- Analyzed store turnover figures in order to develop effective action plans with appropriate department managers.

- Coordinated and represented company at job fairs and local community events.

AWARDS

- Top Women In Grocery, Progressive Grocer

- Awards Of Excellence, Community Leader 2010, 2011, 2012

- Awards of Excellence, HRBP of the Year 2017