

JESSICA CLAIRE

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Summary

Driven and decisive Human Resources and Administrative Specialist (Professional) with over five years of experience navigating and supporting human resources tasks, processes, and administrative work to deliver compliance, personnel communication, and workforce programs. Flexible and focused with expertise in recruitment and retention, mediation, staff training and development, and complex problem resolution. Develops and implements HR strategies and initiatives aligned with overall business strategy.

Skills

- Hiring and retention strategies (Resource)
- Records maintenance (Hard)
- College recruiting (Resource)
- Onboarding (Technical)
- HRIS applications proficient (Technological)
- Personnel engagement (Soft)
- Cost reductions (Hard)
- Personnel recruitment (Resource)
- Training & Development (Hard)
- Basic math (Hard)
- Organizational Management (Hard)
- MS Office (Technological)
- Conflict resolution (Hard)
- Team management (Soft)
- Pre-Screening and Negotiations (Hard/Soft/Resource)
- Coaching and Career Success (Soft/Hard)
- Marketing and Research (Hard/Tech)
- Motivational and Influential (Soft/Hard)
- Skills
- Post Graduate Certificate

Experience

Human Resources Staffing Specialist, 04/2021 to 09/2021

Best Buy – Tracy, CA

- Free on Federal Holidays and Saturday and Sunday Only, Extended job offers to be selected individuals and negotiated compensation
- Reviewed candidate applications and conducted phone interviews and screenings
- Communicated with hiring managers to identify staffing needs, determine job requirements, outline qualifications, and create job duties
- Devised recruitment initiatives and marketing materials to promote company culture and business objectives to attract applicants
- Drafted job descriptions and interviewed candidates to fill open roles
- Developed, listed, and maintained wide-ranging job descriptions and job postings
- Kept company in compliance with EEO requirements
- Sourced, qualified, and conducted screening interviews with job candidates
- Conducted interviews to ensure solid cultural alignment between client and candidate
- Prepared employees for assignments by establishing and conducting orientation and training programs
- Organized and maintained payroll information by entering data, deleting errors, and calculating and collecting information
- Gathered timesheets to prepare weekly payroll data for processing by the payroll coordinator
- Onboarded new employees in time reporting and payroll systems
- Updated employee tax status and withholding information when necessary
- Classified, sorted, and filed correspondence, articles, records, and other documents
- Analyzed accounts to find financial discrepancies and resolve payroll issues
- Calculated employee's leave time by comparing available hours against listed hours
- Managed payroll and time and attendance systems
- Responded to employee inquiries regarding payroll and timekeeping.

Human Resources Specialist/Medical Support Specialist, 04/2017 to 09/2019

The Navy - NMCSD Balboa – City, STATE

- Maintained records of payroll forms, leave notifications, employee files, benefits information, and workers' compensation files
- Conducted background checks, reference checks, and employment verification
- Processed salary changes stemming from merit increases, promotions, bonuses, and pay adjustments
- Supported employees with benefits enrollments by guiding the process and answering questions
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation, and benefits processes
- Updated database with payroll and employee information
- Engaged in data collection, identifying organizational needs, and developing solutions
- Assisted with outreach and recruitment activities to acquire qualified talent
- Designed new employee packages and sent them out via mail and e-mail
- Prepared data and produced various reports using the HRIS system
- Assisted customer service with inbound and outbound calls regarding human resources inquiries
- Led staff meetings to develop strategies that would positively influence workplace relationships
- Organized employee schedules, department phone lists, business card orders, department head physicians' schedules, and monthly calendars, i.e.
- Completed onboarding and new hire orientation for employees
- Answered telephone calls, recorded accurate messages, and relayed them to designated staff
- Verified accurate patient demographic and insurance information to enter the electronic medical system
- Communicated pertinent information and potential problems to physicians and nurses
- Relayed messages from patients to physicians about concerns, condition updates, or refill requests to facilitate treatment
- Scheduled appointments for patients via phone and in person
- Interviewed and engaged patients to obtain medical history, chief complaints, and vital signs
- Prepared treatment rooms for patients by cleaning surfaces and restocking supplies
- Organized charts, documents, and supplies to maintain team productivity
- Contacted pharmacies to submit and refill patients' prescriptions
- Secured patient information and maintained patient confidence by completing and safeguarding medical records
- Assessed, documented, and monitored vital signs for patients within an outpatient setting
- Collaborated with local pharmacies to resolve and clarify issues with patient medication
- Efficiently performed insurance verification and pre-certification, and pre-authorization functions
- Assisted with diagnostic testing by collecting and packaging biological specimens for internal and laboratory analysis.

HR Staffing Coordinator/Scheduler, 04/2014 to 05/2017

Murrieta Health And Rehabilitation Center – City, STATE

- Coordinated the new hire process by calling and scheduling appointments with candidates, filling out the required paperwork, and preparing manuals
- Accomplished strategic workforce planning, new employee onboarding, labor relations, and health benefits administration
- Oversaw staffing and related operations, interviewing, hiring, and mentoring personnel
- Created interview questionnaires, assessment guidelines, and onboarding processes to ensure efficiency at each hiring phase
- Administered applicant tracking system (ATS) database to input, update and maintain candidate details
- Maintained availability of professional talent needed to meet business objectives
- Recruited and trained talented individuals to support multi-functional employee teams for roles in management, hospitality or maintenance, security, technical specialties, students, and community volunteers
- Facilitated talent acquisition, becoming instrumental in building and retaining high-caliber teams
- Worked with the HR department to devise and update policies for corporate accountability and workplace health
- Conducted extensive urinalysis testing for drug screen policies for various companies (clients)
- Assessed competency of clinical staff to promote quality, continuity, and safety
- Devised recruitment initiatives and marketing materials to promote company culture and business objectives to attract applicants
- Coordinated interviews by working closely with candidates and hiring decision-makers
- Communicated with hiring managers to identify staffing needs, determine job requirements, outline qualifications, and create job duties
- Reviewed candidate applications and conducted phone interviews and screenings
- Drafted job descriptions and interviewed candidates to fill open roles.

Education and Training

MBA: Human Resources Management, 09/2021

Strayer University - Washington, DC

Graduate Level Certificate (Pre-Course Certificate): Business Administration and Management, 03/2021

Strayer University - Washington, DC

GPA: 4.0, Welch Scholar with Distinction Alpha Chi National College Honors Society - Alumni Member 01/2021

Executive Leadership And Management, 07/2018

Strayer University - Washington, DC

Bachelor of Science: Health Administration, 06/2015

University of Phoenix - Tempe, AZ

Medical Billing and Coding Certifications National CPR Foundation-CPR/AED/First Aid #7C2F7AFB National CPR Foundation - Basic Life Support - BLS # C2B8DB Riverside County Food Handlers Certificate - #125e: 01/2006

Kaplan College - Vista, CA

coursework in business management, economics, cost accounting, and human resources, i.e. Completed professional development in strategic planning (c-suite). Certificate Leading to Master Certification (MCCP): Business, Administration

National

National Collegiate Scholars - Alumni

Online (Virtual) Career Coach Certificate

IAP Career College

Technical Diploma

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Activities and Honors

Alpha Chi National College Society, Alumni Member – 2021 National Society of Collegiate Scholars Honors Society, Alumni Member - 2015

Accomplishments

- Honorable Veteran (US Navy) - 2004-2008 – Culinary Specialist/Administrative Inventory Clerk
- Promoted from Dietary Chef/Cook to Nurse Manager after the Year 2014-2015
- Best for Getting Sales Experience!
- Best Buy – Seasonal Worker to gain experience in Sales – 2012
- Over eight years of Customer Service (and administrative transitional) skills, i.e.
- Professional Disc Jockey & Hobby – More than 10+ Years Exp
- Piano, Keyboard and Music Production, event coordination, i.e.
- DJ, BTY, Spotify, Itunes, Tidal
- Conditions, Requests, or Expectations, i.e.
- Non requested "I am a humble, hard-working versatile individual."
- Future Goals
- IAP Career Success Coach to Master Career Success Coach Certification – 04/2022-08/2022
- PhD Organizational Psychology