

# JESSICA CLAIRE

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## Professional Summary

Dedicated Human Resources Recruiter skilled at attaining corporate goals by maximizing results. Innovative thinker with 20-year background creating compliant and efficient processes and procedures. Expert knowledge in developing employees and motivating individuals to exceed corporate objectives.

## Skills

- Recruiting
- Onboarding
- Recordkeeping
- Vendor Relations
- Employee Relations
- Employee Engagement
- Social Media
- New Hire Orientation
- HR Policies
- Training Materials
- Candidate Sourcing
- Employee Recruitment
- Preparing Presentations
- Applicant Tracking System

## Work History

**Human Resources Recruiter**, 02/2015 to Current

**Universal Health Services** – Birmingham, AL

- Recruit talented, diverse and qualified candidates for employment
- Oversee and manage on-boarding processes and programs to successfully integrate new, transferred and promoted employees
- Guide candidate recruitment and selection to create and drive workforce in alignment with company diversity and inclusion goals
- Maintain thorough understanding and knowledge of hiring practices, recruitment strategies and staffing industry trends
- Conduct candidate interviews and performed background checks and verification
- Refine talent strategies and plans and designed and implemented Hiring Manager programs to maximize recruitment and retention
- Liaison with hiring managers to develop and implement strategies to source and recruit top talent
- Improve office efficiency by effectively managing internal communications and correspondence
- Maximize team knowledge and productivity by effectively training, monitoring and directing employees in application of best practices and regulatory protocols
- Assist with development disaster and recovery strategy to prepare company for hazardous weather conditions, natural disaster and health related pandemics. Member of Consumer Market Emergency Response and HR Crisis Management Teams
- Implement process improvements to automate office operations and software as a member of Systems Integration Project Team

**Senior Recruiter**, 09/2012 to 11/2014

**Verra Mobility Corporation** – Va, VA

- Full cycle Recruiter for 250 seat call center, corporate and field position in AZ, CA and NY
- Additional positions included, but were not limited to: Senior Management, IT, Marketing, Field, and Sales
- Consistently exceeded quarterly goals for the last 7 quarters
- Generated specific candidate pool for career opportunities through strategic placement of advertisements, evaluation of applicant credentials, and conducting initial interviews and pre-screening assessments
- Followed up with notable applicants sourced via industry-specific pipelines, events and job fairs
- Evaluated strengths and weaknesses of candidates through effective screening processes
- Facilitated all new employee orientations to foster positive team attitude
- Oversaw full cycle recruiting for 30 vacancies each quarter
- Leveraged social media platforms and online job boards to advertise open positions and engage with potential candidates
- Partnered with [Sr. Vice President](#) to ascertain hiring needs and subsequently provide candidate recommendations

**Senior Human Resources Recruiter/Account Manager**, 03/2012 to 08/2012

**Universal Health Services** – Orem, UT

- Supervised On-Site Manager and contractors for 200 staff for onsite contract
- Performed audit of HR files and recommended appropriate action to be taken
- Managed employee relations and corrective action for on-site, contract employees, assisted with office employee relations, benefits and other HR activities
- Assisted with proposal for potential new client contracts
- Maximized team knowledge and productivity by effectively training, monitoring and directing employees in application of best practices and regulatory protocols
- Acted as staff member advocate, encouraging and supporting administrative staff to identify and resolve conflicts
- Improved organizational filing systems for confidential employee records, resulting in improved accessibility and efficiency
- Improved office efficiency by effectively managing internal communications and correspondence

**Human Resources Recruiter**, 08/2007 to 03/2012

**NORWEGIAN CRUISE LINE** – City, STATE

- Full cycle recruiter for 400 + seat call center
- By implementing changes to the recruiting process, attrition was reduced from over 150% to 34% annually
- Handled employee relations, benefits and other HR activities in absence of HR Manager
- A member of NCL Care Team which assists passengers and employees in crisis situations on board NCL ships and destinations
- Oversaw and managed on-boarding processes and programs to successfully integrate new, transferred and promoted employees
- Leveraged social media platforms and online job boards to advertise open positions and engage with potential candidates
- Maintained thorough understanding and knowledge of hiring practices, recruitment strategies and staffing industry trends
- Conducted candidate interviews and performed background checks and verification
- Liaised with hiring managers to develop and implement strategies to source and recruit top talent
- Managed full-cycle recruiting process for applicants to promote smooth and positive on-boarding experience
- Improved organizational filing systems for confidential employee records, resulting in improved accessibility and efficiency
- Maintained work structure by updating job requirements and job descriptions for all positions

## Education

**HR and Leadership Development AAS Currently enrolled, Anticipated graduation**

**Rasmussen College**

**Real Estate Certification SHRM HR Management Certificate**

**Mesa Community College**

**Diploma**

**Westwood High School**