

Jessica Claire

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SUMMARY

Driven Human Resource Manager bringing an innovative approach to human resource management while creating a team-driven environment that fosters room for development and growth.

HIGHLIGHTS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

ACCOMPLISHMENTS

EXPERIENCE

HUMAN RESOURCES MANAGER

Proampac | Rocky Mount, VA

- Educated and advised employees on group health plans, voluntary benefits and 401(k) retirement plans. Developed and enforced company policy and procedures relating to all phases of human resources activity. Managed all aspects of leave administration, including employee notifications and vendor management, disability programs and health benefits. Developed innovative new-employee orientation programs, including safety training. Updated key human resource metrics, including turnover and terminations. Processed unemployment claims and acted as the company representative at unemployment hearings. Managed payroll for an organization of 60 personnel. Maintained weekly scheduling of 60 employees to ensure coverage in all areas of the business.

WIRELESS SALES MANAGER

Premium Retail Services | Pensacola, FL

- Trained all incoming sales team members. Developed a comprehensive training program for new sales associates. Resolved employment-related disputes through proactive communication. Handled understaffing, disputes, terminating employees and administering disciplinary procedures. Developed and facilitated all new-hire orientations.

CUSTOMER SERVICE TECHNICIAN

Abbvie, Inc | Worcester, MA

- Shared best practices for sales and customer service with other team members to help improve the store's efficiency. Resolved all customer complaints in a professional manner while prioritizing customer satisfaction. Determined customer needs by asking relevant questions and listening actively to the responses. Operated a cash register for cash, check and credit card transactions with 100% accuracy. Stocked and replenished merchandise according to store merchandising layouts.

EDUCATION

High School Diploma
Southern Cayuga Central School, Ridge, NY

1996

AFFILIATIONS

SKILLS

benefits, cash register, credit, customer service, human resource, listening, Organizational, payroll, Personnel, sales, scheduling, store merchandising