

# JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

## SKILLS

- Complaint Response
- Training Needs Analysis
- Labor Relations Coordination
- Union Negotiations
- Talent Review
- Personnel Recruitment

## EDUCATION

URBE University  
Maracaibo, Venezuela • 11/2003  
BBA: Human Resources Management

## PROFESSIONAL SUMMARY

Conscientious and compassionate human resources professional with drive for helping employers recruit, develop and retain qualified candidates. Skilled at partnering with management teams to build employee-centric cultures promoting positive morale and optimizing productivity. Motivating and positive with excellent interpersonal, coaching and communication skills.

## ACCOMPLISHMENTS

Managed to reduce the LTP percentage of the store from 14.85 to 0 in 6 months.

## WORK HISTORY

**Citysquare - Human Resources Manager**  
Fort Worth, TX • 11/2004 - 02/2010

- Maintained payroll and benefits for employees in various locations and diminished financial discrepancies through expert program management.
- Organized and led staff orientation programs and training to promote collaboration.
- Maintained company compliance with local, state and federal laws, in addition to established organizational standards.
- Motivated employees through special events, incentive programs and constructive feedback.
- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.
- Monitored and handled employee claims involving performance-based and harassment incidents.
- Evaluated training program success and presented strategic improvement recommendations to upper management.
- Briefed new hires on essential job information, such as company policies, employment benefits and job duties.
- Adhered to federal and state guidelines and managed payroll and benefits for over 180 employees.

**Cheddar's - To Go Specialist**  
Joplin, MO • 09/2017 - 12/2020

- Followed all company policies and procedures to deliver quality work.
- Listened and responded to customer requests and forwarded necessary information to superiors.
- Interpreted clients' needs and introduced services to fit specific requirements.
- Attended training programs to deepen professional skillset and assisted in training fellow store associates on existing and new training programs.
- Provided personalized customer service by greeting each customer, assisting with purchases, suggestively selling and making sure all hot or cold products are available.
- Provided suggestions for and actively participated in improving sales, margins and execution of all programs.

**Olive Garden - Server**  
Lancaster, OH • 11/2020 - 02/2022

- Cultivated warm relationships with regular customers.
- Worked with POS system to place orders, manage bills and handle complimentary items.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Bussed and reset tables to keep dining room and work areas clean.
- Arranged and prepared tables for customers to offer memorable experiences to guests and foster repeat business.
- Checked identification for minimum age for sale of alcoholic beverages.
- Increased sales significantly by upselling higher-end products to customers.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals and walk-in business.

**Cracker Barrel Old Country Store - Employee Training Coordinator**  
City, STATE • 02/2022 - Current

- Develop and maintain a Skill Trainer Staffing Plan
- Posts Skill Trainer Positions
- In partnership with the GM conducts interviews and selects qualified candidates to become certified Skill Trainers.
- Manages the development and training of Skill Trainers.
- Oversees Skill Trainer Academy which includes tracking trainer certification progress
- Tracks Skill Trainer meeting attendance in CBU
- Prepares & presents Skill Trainer evaluations
- **Rising Star Training**
- Manages the Orientation training process for all Rising Star Employees
- Develops and maintains the Training Plan for the Rising Star
- Conducts Rising Star Meetings
- Conducts Plate Appearance Class (for new Servers & Grill)
- Conducts Point of Sale (POS) Workbook training
- **Compliance Training Administration**
- Provides training support to the store for regulatory training requirements and other policy reviews as needed or assigned (Food Protection Manager, Food Handler, Employment Policy reviews, and training)
- **Personal Achievement Responsibility (PAR) Progression Oversight**
- Provides guidance to the store management team on PAR progression so the management team can ensure PAR progression and participation
- Analyze PAR reports for concerns and opportunities
- Follows up with Employees to encourage PAR participation
- Posts PAR eligibility reports
- Prepares distributes, and orders PAR Certificates for Promotion and new hire aprons
- Troubleshoots with the PAR Department any PAR promotion issues.
- **Store Management Collaboration**
- Champions Cracker Barrel's policies to ensure a safe work environment that encourages and celebrates diverse workforce that reflects the local community
- Role models the Quality and Service Standards within the Cycle of Service at all times, whether it is interacting with the Guests, cleanliness, organization, hospitality, or appearance
- Attends all Restaurant meetings
- Supports new system or equipment rollout training.

## LANGUAGES

Spanish:  
Negotiated: