

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Highly organized and detail-oriented [Job Title] with more than [Number] years experience supplying thorough, organized administrative support to [Number] senior executives. Office Manager highly skilled at managing complex schedules, budgeting and travel arrangements. Organized [Job Title] versed in coordinating management meetings, high-level conference calls, special events and travel arrangements for top executives.

SKILLS

- Strong in all key Microsoft Office applications (Outlook, Word, Excel, PowerPoint, Access, OneNote). Proficient in Excel spreadsheets, able to use pivot tables, look up features, charts and macros to produce interactive reporting. Proficient in Adobe Acrobat for form generation and automation.
- Reporting: Strong Crystal Reports experience, creating multi level reporting with sub reports, charts and graphs.
- Experienced at all levels of HR reporting, Turnover, EEO-1, Vets 100, Affirmative Action, Workers Compensation and other required government reporting.
- HR and HRIS: Excellent human relations skills (good listener and very knowledgeable in all aspects of HR). Very familiar with Ascentis HROffice software (creating custom tabs, maintaining security). Have some hands onexperience with SQL Query and database management.
- Fully versed in safety and government compliance.
- Accurate and detailed with extensive Spreadsheet management skills.

WORK HISTORY

Human Resources Manager / HRIS Manager, 01/1998 - 10/2007

Trupanion – Pittsburgh, PA

- Prepared or maintained employment records related to events such as hiring, termination, leaves, transfers, or promotions, using human resources management system software.
- Provided Payroll and Benefits Processing and Administration
- Maintained and updated human resources documents, such as organizational charts, employee handbooks or directories, or performance evaluation forms.
- Managed 401k and Profit Sharing programs including providing quarterly 401k enrollment meetings.
- Managed Workers Compensation, processing claims, record management, and required postings.
- Managed and administered Short and Long Term Disability benefits.
- Provided management with information related to interviewing, performance appraisals, or documentation of performance issues.
- Prepared data for 401(k) discrimination testing, workers compensation audit, EEOC reporting (EEO-1), Affirmative Action and other government reporting such as VETS 100 and the Bureau of Labor and Statistics reports.
- Analyzed employment-related data and prepare required reports such as turnover and wage compensation reports.
- Researched, installed, and set up the current HRIS system (Ascentis HROFFICE) and linked to payroll system for paperless HR processing.
- Scheduled or administered skill, profile, background, and drug testing for current and prospective employees.
- Conducted exit interviews and completed employment termination paperwork.

HRIS Manager, 10/2007 - 03/2008

Zayo Group – Indianapolis High School Rd, IN

- Continued to develop and train Company personnel on our HRIS system, Ascentis HROFFICE, installed and operational as of 2007.
- Provided human resources and government related reporting and database management.
- Set up within the HRIS system, security and processing tabs for Payroll, Workers Compensation and Government Reporting and Compliance.

Executive Assistant, 04/2008 - 02/2015

Flex-N-Gate Corp – Grand Rapids, MI

- Provided monthly, quarterly, yearly and custom Corporate Reporting for Branch, Regional and Executive Managers using Crystal Reporting and rePORTAL services.
- Responsible for SharePoint Administration, the creation of sites, lists and libraries. Maintained Senior Management Task lists on the Senior Management Site.
- Prepared performance information for the Sales Representatives on a Monthly, Quarterly and Yearly basis.
- Collected, reported and distributed Scorecard key metric data for Inside Sales, Outside Sales, Branch Managers and Regional Managers.
- Planned, coordinated, and set up executive strategy and other regional manager meetings, including audio/visual preparation, PowerPoint presentations, catering and social activities.
- Attended strategy meetings to run presentation, update SharePoint lists and take notes.
- Compiled, transcribed, distributed and posted notes from meetings on company intranet.
- Prepared and distributed memos, letters, and other documents, using word processing, spreadsheet, database, and presentation software.
- Reconciled the Corporate Credit card and expense receipts for the President of the Company.
- Supported sales and marketing executives and regional sales managers providing reporting and product analysis.
- Provided Microsoft Office and PowerPoint Presentation support to managers and other employees.
- Provided key metric data for performance evaluations and sales commission programs, including establishing baseline reports and making needed territory changes used to establish compensation packages.
- Made travel arrangements for President, Vice President and several other Corporate Regional Managers, planning out for the most cost effective travel and providing particular attention to their special needs.
- Provided assistance to employees at all levels with Microsoft Office products, especially Excel, Outlook, OneNote, Word, and PowerPoint.

Information Technology Administrator, 03/2013 - 02/2015

PIEDMONT PLASTICS, INC – City, STATE

- Generated standard or custom reports summarizing business, financial, or sales and margin data for review by executives, managers, and other sales representatives. Extensive use of Crystal Reports.
- Created business intelligence tools or systems, including design of related databases, spreadsheets, and other outputs.
- Maintained and updated rePORTAL schedule, databases, and systems for corporate reporting.
- Maintained library of key reports, templates, or other reusable knowledge assets.
- Responsible for new employee set up and maintenance in the Active Directory and email server.
- Processed New Hires, Separations, Transfers in multiple systems, providing proper access to systems and reporting.
- Provided technical support for existing reports, on demand and scheduled and those posting to SharePoint Provided support to sales staff on Goldmine contact management software, helping to set up targets and establish baselines for commission programs.
- Helped with the realignment of sales territories in multiple systems.
- Assisted employees at all levels with Microsoft Office products, especially Outlook, Word, Excel and PowerPoint.

HRIS / Payroll Specialist, 05/2015 - 01/2017

EnergyUnited Electric Membership Corporation – City, STATE

EDUCATION

BSBA: Business Management Accounting

Appalachian State University - Boone, NC

Business Management Accounting Graduated with honors, Magna Cum Laude 3.78 Honor Graduate for Business School; Junior Marshall. Honor Society Memberships (Phi Kappa Phi, Alpha Chi, National Honor Society)