

Jessica Claire

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PROFESSIONAL SUMMARY

Devoted and detail-oriented Human Resources Specialist with 4 years' experience excelling at planning, multitasking and completing tasks to accomplish program initiatives. Strong foundation of utilizing excellent communication and organizational skills to build strong teams and cultivate positive work cultures. Superior employee relations acumen. 8 Years of effective remote work experience.

SKILLS

- Organizational Skills
- Microsoft Office
- Analytical Skills
- Remote Conferencing and Communication
- Recruitment
- Pre-Employment Screening
- Talent Management
- Personnel Recruitment
- Benefits And Compensation

WORK HISTORY

CONTINUING MEDICAL EDUCATION COORDINATOR 05/2018 to CURRENT

Kaiser Permanente | San Rafael, CA

- Provide support to faculty, clinicians, students, and course directors through scheduling courses and ensuring consistency across multiple points of access
- Collaborate with colleagues across all three sites
- Maintained energy and enthusiasm in fast-paced environment while using coordination and organization skills to achieve results ahead of schedule
- Assisting over 300 students, handled challenging situations with ease
- Work closely with instructors to prepare online materials, content, and tools to facilitate learning
- Carried out day-to-day duties accurately and efficiently resolving technical problems, improved operations and provided exceptional service
- Used coordination and planning skills to achieve results according to schedule
- Offered friendly and efficient service to customers, handled challenging situations with ease
- Prepared variety of different written communications, reports and documents
- Interacted productively with others in learning organization and adapted to changing priorities.

HR COORDINATOR/ADMINISTRATOR 12/2014 to 05/2018

Archbold Medical Center | Cairo, GA

- Assisted with recruitment process by posting job ads, filtering applications, scheduling interviews, assisting in interview process and drafting offer letters
- Developed and maintained courteous and effective working relationships while supported Human Resources Director and 10 Executive Staff with recruiting, interviewing, and training of staff
- Scheduled all on boarding and new employee orientation appointments
- Processed I-9 form, verified employee documentation and monitored compliance
- Completed online background request and reference checks to facilitate hiring and onboarding of employees
- Utilized knowledge base, procedures, handbook and reference resources to quickly address employee inquiries
- Compiled and reviewed necessary reports and materials to carry out functions of department and company
- Proven ability in establishing priorities while meeting deadline ahead of schedule and excelling in fast-paced environment
- Completed background and reference checks to facilitate hiring and onboarding of employees
- Supported human resources staff with new hire orientations and monthly departmental meetings

SCHEDULING COORDINATOR 07/2014 to 12/2014

Juvenile Assessment Center | City, STATE

- Ability to effectively meet scheduling deadlines while excelling in fast-paced environment
- Scheduled examinations for 10 psychologists through office specific system database
- Communicated effectively in writing and verbally with clients, psychologists and staff regarding policies and processes
- Managed multiple projects and prioritized duties based on deadlines
- Performed Quality Assurance and Quality Control checks on client databases
- Coordinated with other project leaders regarding scheduling conflicts
- Interacted with executives and staff of all levels, as well as high-profile clients
- Provided strong customer service skills while communicating with clients regarding appointment scheduling, appointment changes, no shows, cancellations, and receipt of medical documentation
- Contributed to accuracy and timelines of processing reports
- Gathered clinician schedules to develop monthly client appointments, enabling proper staffing for client visits

OPERATIONS COORDINATOR | RESOURCE SPECIALIST 06/2007 to 12/2013

Wayne County Prisoner Reentry | City, STATE

- Successfully supervised daily operations of 5 resource specialists and consultants for reintegration program
- Oversight of HR administration, scheduling and special projects
- Administrative on-boarding: scheduling vendor orientation, new vendor communications and facilitating trainings and orientation
- Provided support to Executive Director not limited to but included managing day-to-day operational activities and on-boarding of new staff, vendors and community partners
- Resolved administrative questions related to request for proposals; distributed community partnership related documents, materials, communications, and information
- Researched customer service inquiries and contacted stakeholders directly for resolution and follow up
- Addressed vendor and community stakeholder inquiries in timely manner while maintaining excellent customer service standards
- Increased provider involvement and employee appearance through planning and coordinating innovative community outreach initiatives, events, engagement activities and recognition programs
- Updated and maintained accurate records and documentation
- Processed changes and generated reports from vendor databases
- Enhanced two-way communication with providers and spearheaded implementation of statewide community resource database
- Demonstrated respect, friendliness and willingness to help wherever needed
- Resolved problems, improved operations and provided exceptional service

EDUCATION

Human Resources Specialist-Certification 01/2020

Human Resources And Labor Relations -Michigan State University, East Lansing, MI

Bachelor of Science | Psychology 01/1987

Michigan State University, East Lansing, MI