

# Jessica Claire

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## SUMMARY

Resourceful Human Resources Manager offers employee relations and business management expertise paired with first-rate communication and problem-solving abilities. Strategic and well-rounded professional seasoned in managing and overseeing various aspects of HR. Commended for building trusting relationships within organization to support business needs.

## SKILLS

- Staff Compensation
- Budget Administration
- Policy Improvement Recommendations
- Advising Department Managers
- Accident Investigation
- Administering Disciplinary Procedures
- Compensation and Benefits Administration
- Health and Safety Programs
- Recruiting and Interviewing
- Conflict Resolution
- Bargaining Agreements
- Dispute Mediation
- Problem-Solving
- Regulatory Compliance
- Labor Relations Coordination
- Payroll Administration

## EXPERIENCE

### HUMAN RESOURCES DIRECTOR

04/2022 to 08/2023

#### Futurecare Health | Baltimore, MD

- Administered workers' compensation program covering injured employees.
- Worked with department managers to assess needs.
- Handled onboarding process for newly hired employees, including distribution of all paperwork.
- Handled employee conflicts efficiently while following all company procedures.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Devised training programs for new and existing employees.
- Complied with local, state and federal laws and established organizational standards.
- Created compensation and benefits structures to align with market conditions and budget demands.
- Created and implemented highly effective and individualized human resource solutions.
- Notified all employees immediately when policies/procedures were updated or changed.
- Assured benefits program was administered properly sustain compliance with employee insurance guidelines.
- Conducted exit interviews and recorded employee feedback for use in retention strategy development.
- Developed user-friendly employee handbook for easier updating and maintenance.
- Regularly updated HR databases to reflect employee information, changes in benefits and other details.
- Facilitated delivery of HR services by establishing and maintaining positive relationships with teams and leadership across organization.
- Recruited and trained new employees to manage overall talent acquisition.
- Organized and maintained records to facilitate programs, events and activities.
- Developed job descriptions using targeted keywords and published job openings on company website and job boards.
- Met with current and leaving employees to conduct surveys and determine areas in need of improvement.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Created comprehensive orientation program to acquaint new employees with company programs, guidelines, policies and procedures.
- Designed employee performance evaluation process and merit program.
- Worked with HR regional director to devise and track licenses certifications renewals.
- Devised and executed employee compensation.
- Researched, identified and maintained knowledge of labor regulations, legal requirements and government reporting regulations.
- Actively served on executive learning leadership council, overseeing corporate learning strategy and architecture, innovation, metrics and employee engagement.
- Launched sexual harassment investigations and resolved employee complaints.
- Handled disciplinary actions
- Assured compliance.

### HUMAN RESOURCES DIRECTOR

#### Futurecare Health | Baltimore, MD

- Administered workers' compensation program covering injured employees.
- Worked with department managers to assess needs.
- Onboarded newly hired employees, including distribution of all paperwork.
- Handled employee conflicts efficiently while following all company procedures.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Answered employee questions regarding health benefits and 401k options.
- Devised training programs for new and existing employees.
- Created succession plans and promotion paths for staff to boost passion for reaching goals and objectives of organization.
- Complied with local, state and federal laws and established organizational standards.
- Created compensation and benefits structures to align with market conditions and budget demands.
- Created and implemented highly effective and individualized human resource solutions.
- Notified all employees immediately when policies/procedures were updated or changed.
- Assured benefits program was administered properly sustain compliance with employee insurance guidelines.
- Conducted exit interviews and recorded employee feedback for use in retention strategy development.
- Regularly updated HR databases to reflect employee information, changes in benefits and other details.
- Facilitated delivery of HR services by establishing and maintaining positive relationships with department heads, and leadership across organization.
- Organized and maintained records to facilitate programs, events and activities.
- Developed job descriptions using targeted keywords and published job openings on company website and job boards.
- Met with current and leaving employees to conduct surveys and determine areas in need of improvement.
- Supervised HR Department employees by directing activities and monitoring performance.
- Created comprehensive orientation program to acquaint new employees with company programs, guidelines, policies and procedures.
- Designed employee performance evaluation process and merit program.
- Developed and implemented hiring criteria and employment selection assessments to improve staffing quality.
- Worked with HR department to devise and update policies as needed for corporate accountability and workplace health.
- Devised and executed employee development, performance oversight, compensation and benefits programs.
- Researched, identified and maintained knowledge of labor regulations, legal requirements and government reporting regulations.
- Actively served on executive learning leadership council, overseeing corporate learning strategy, innovation, metrics and employee engagement.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Handled FMLA, maternity leave and tracked and monitored LOA.
- Handled disciplinary actions. Verbal, written warnings, grievance, then termination.

### HUMAN RESOURCES GENERALIST

#### Wellpath | Whiteville, NC

- Maintained records of payroll forms, leave notifications, employee files, benefits information and workers' compensation files.
- Facilitated delivery of HR services by establishing and maintaining positive relationships with teams and leadership across organization.
- Conducted background checks, reference checks and employment verification.
- Conducted employee hiring and exit interviews.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Worked on 401(k) administration, FMLA and workers' compensation claims and benefits.
- Researched employee relations issues and conducted meetings with employees and supervisors.
- Processed salary changes stemming from merit increases, promotions, bonuses and pay adjustments.
- Improved employee engagement and moral by developing wellness programs for employees and enforcing positivity guidelines.
- Facilitated talent acquisition, becoming instrumental in building and retaining high-caliber teams.
- Drafted department-specific employee announcements.
- Created and modified job descriptions within all departments.
- Audited job postings for old, pending, on-hold and draft positions.
- Collaborated with various departments to gain insight on project productivity, plan improvements and gauge effectiveness and update projects to meet company objectives and long-term goals.
- Transmitted enrollment, termination and alteration information to vendors within established timeframes to keep changes up-to-date.
- Organized employee schedules, department phone lists and business card orders.
- Worked with HR department to devise and update policies as needed for corporate accountability and workplace health.
- Conducted benefits administration for benefit-eligible employees.
- Conducted benefits administration for benefit-eligible employees.
- Designed new employee packages and sent out via mail and e-mail.
- Served as subject matter expert for employment classification and compensation research, talent management and training strategies, providing leadership with advisement.
- Engaged in operations analysis, needs assessment and process mapping to optimize departmental structures and leadership.
- Facilitated transition from paper to electronic time sheet for staff, improving flexibility and eliminating manual entry time.
- Led staff meetings to develop strategies that would positively influence workplace relationship, and communication.
- Drafted and submitted reports for company to keep abreast of any changes.

## EDUCATION AND TRAINING

### Bachelor of Science | Business Administration

2024

#### Colorado Technical University, Colorado Springs, CO

### Personal Home Care Administrator | Administrator License

05/2023

#### Pennsylvania State University, University Park, PA

### Associate of Science | Business Management

03/2023

#### Colorado Technical University, Colorado Springs, CO