

Jessica Claire

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SUMMARY

Highly-qualified Human Resources leader specializing in driving company growth and productivity by sourcing best talent and establishing effective, modern workforce policies. Key member of executive leadership team with outstanding record of operational improvement through workforce planning and development.

SKILLS

- Excellent listening skills
- Excellent conflict resolution skills
- Learning and understanding the business to make an impact on the company as a whole.
- Decision making
- Team building
- Payroll Administration- Ultipro, Quickbooks, Paycor
- Recruiting
- Risk management
- Safety
- Compliance
- Employee engagement
- Staff compensation
- Human resources operations
- Employee handbook development
- Training development
- Benefits administration
- Recruitment and hiring
- Leadership development
- Organizational skills
- Analytical
- Government Contracting
- ISO 9001
- Microsoft Office
- Policies implementation
- Affirmative action
- Benefits administrator
- Confidential document control
- Manager coaching and training
- Management development
- Staff training and development
- Vendor relations
- Data evaluation
- Presentation preparation

EXPERIENCE

HUMAN RESOURCES MANAGER 01/2020 to CURRENT

Ois Hotels & Resorts | Rohnert Park, CA

- Manage all HR functions including team member recruiting, interviewing, hiring, payroll, health insurance and open enrollment, workers' compensation management, employee relations, investigations, legal issues, maintain employment files, training.
- Lead transition from Quickbooks Payroll to Paycor Perform.
- Responsible for COVID-19 safety and employee impact.
- Work with owners on special projects such as PPP loan, PPP loan forgiveness, grant applications.
- Tracked programs closely to assess effectiveness and make proactive changes to meet changing demands.
- Provided HR consultation services to leadership and department heads, such as payroll administration, 401K and OSHA compliance, benefits and workers compensation.
- Managed full-cycle human resource operational activities to ensure maximum HR employee performance.

CHIEF HUMAN RESOURCES OFFICER 12/2015 to 01/2020

Five Star Bank | Buffalo, NY

- Manage all HR functions including team member life cycle, health insurance, worker's compensation management, employee relations, investigations, legal issues, maintain employment files, training.
- Created on-the-job training program for several positions improving the quality and speed of team members learning their jobs and the products.
- Weekly leadership discussion with members of the management team to assist in their growth as leaders.
- Conduct investigations for HR matters, Worker's Comp and Ethics issues.
- Lead transition of company restructure. Restructure included the creation of Worswick Group Management, LLC where all team would be employed. Created new paperwork and moved all team members from the operations companies to WGM. Met with all team members to explain the changes and how they would be affected. Worked with company attorneys on legal issues regarding the transition.
- Implemented employee engagement and development activities, presentations and training to maximize productivity and unite workforce.
- Developed process improvements and streamlined procedures to effectively resolve employee discrepancies.
- Evaluated staff performance at multiple facilities and made recommendations for training improvement.
- Assessed and filtered resumes from potential job candidates to determine qualified individuals.
- Managed strategy for performance evaluation, corrective action and disciplinary measures.
- Assessed organization's policies, making suggestions to improve work productivity, team collaboration, recruiting and hiring initiatives.
- Mitigated regulatory risks by advising leadership with recommendations on organizational policy improvements, including equal employment opportunity and sexual harassment for corrective action planning.
- Supported top talent identification processes by interviewing candidates and executing all HR steps, including onboarding, orientation and benefits.
- Liaised between management and employees to deliver conflict resolution, resolve problems and interpret compensation and benefits policies.
- Strategized long-term business needs by driving employee feedback for process improvements.
- Applied comprehensive understanding of HR principles and employment laws and regulations to provide counseling to all departments and leadership.
- Partnered with senior leadership to establish and develop corporate and HR policies and procedures.

DIRECTOR OF TEAM MEMBER LEADERSHIP & DEVELOPMENT 12/2005 to 12/2015

Bertelsmann | Morrisville, NC

- Manage all HR functions including team member life cycle, health insurance, worker's compensation management, employee relations, investigations, legal issues, maintain employment files, training
- Wrote Code of Business Ethics & Conduct, trained team members annually.
- With additional title of Compliance Officer was responsible for investigating and assisting in decision making about violations of Ethics Code.
- Conduct investigations for HR matters, Worker's Comp and ethics.
- Devised and updated policies based on changing industry and social trends.
- Complied with local, state and federal laws and established organizational standards.
- Tracked programs closely to assess effectiveness and make proactive changes to meet changing demands.
- Developed job descriptions using targeted keywords and published job openings on company website and job boards.
- Identified and implemented employee relations practices to establish positive employer-employee relationships and boost employee morale.
- Devised and executed employee development, performance oversight, compensation and benefits programs.
- Advised senior management on human resources issues and approved terminations.
- Created comprehensive orientation program to acquaint new employees with company programs, guidelines, policies and procedures.
- Directed process of organizational planning by evaluating company-wide structure, job design and manpower forecasting.
- Supervised HR Department employees by directing activities and monitoring performance.
- Researched, identified and maintained knowledge of labor regulations, legal requirements and government reporting regulations.
- Supported top talent identification processes by interviewing candidates and executing all HR steps, including onboarding, orientation and benefits.
- Worked with department managers to assess needs.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Developed and implemented hiring criteria and employment selection assessments to improve staffing quality.
- Created compensation and benefits structures to align with market conditions and budget demands.
- Designed employee performance evaluation process and merit program.

HUMAN RESOURCE MANAGER 09/1998 to 12/2005

Certified Slings, Inc. | City, STATE

- Created Human Resources Department by growing from Payroll and employee file maintenance to a full service department.
- Initiated employee evaluation process and recommended policy changes to help staff progress toward desired readiness goals.
- Complied with local, state and federal laws and established organizational standards.
- Created compensation and benefits structures to align with market conditions and budget demands.
- Managed full-cycle human resource operational activities to ensure maximum HR employee performance.
- Identified staff vacancies and recruited, interviewed and selected best applicants.
- Provided HR consultation services to leadership and department heads, such as payroll administration, 401K and OSHA compliance, benefits and workers compensation.

EDUCATION AND TRAINING

- Mini-MBA Certificate | Business Administration And Management** 06/2017
Crummer Graduate School Of Business, Rollins College, Winter Springs, FL
- Certificate | Dale Carnegie Course** 06/2009
Dale Carnegie Of Tampa Bay, Tampa, FL
- Master of Human Resources | Human Resources Management** 04/2003
Hamilton Holt School, Rollins College, Winter Park, FL
- Bachelor of Arts | Mass Communications** 05/1993
University Of South Florida, Tampa, FL

CERTIFICATIONS

- Currently preparing for SHRM Senior Certified Professional (SHRM-SCP) exam