

Jessica Claire

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Professional Summary

Human Resources Executive with over 7 years of experience in corporate environments. Strong background in hiring, training and dismissal processes. Strong organizational, analytical, and interpersonal skills to connect effectively with various levels of employees.

Skills

- Conflict Resolution
- Leadership
- Documentation
- Safety
- Selling
- POS system knowledge
- Benefits and compensation
- Training development
- Recruitment
- Pre-Employment Screening
- Written Communication
- Critical thinking
- Microsoft Office

Work History

- 06/2013 to Current

Human Resources

Abm – Norcross, GA

 - (7 years 3 months +)
 - Maintained company compliance with all local, state and federal laws, in addition to establishing organizational standards.
 - Developed and executed HR policies and programs, workforce and job development, recruitment and hiring, compensation and benefits and employee and labor relations to build staff-focused human resources office culture.
 - Liaised between multiple business divisions to improve communications.
 - Developed succession plans and promotion paths for all staff.
 - Fostered cross-functional relationships to connect managers and employees and improve overall efficiency.
 - Conducted investigations and assisted with handling employee complaints including Affirmative Action and EEOC to promote equitable workplace.
 - Evaluated human resources structure and plan for continual improvement and offered individuals professional and personal growth opportunities.
 - Wrote employee manual to cover company policies, disciplinary procedures, code of conduct and benefits information.
 - Performed administrative and customer service functions by responding to general employee inquiries, addressing employee relations issues and scheduling meetings.
 - Participated at strategic and operational level to develop and strengthen human resources services, relationships and mission.
 - Directed hiring and onboarding programs for new employees.
 - Educated employees on company policy and kept employee handbook current.
 - Maintained optimal staffing levels by tracking vacancies and initiating recruitment and interview processes to identify qualified candidates.
 - Administered or changed benefits, health plans and retirement plans by request or during open enrollment periods.
 - Assessed training needs and coordinated learning and development initiatives for 80 employees.
 - Coordinated and engaged with leadership in planning and organizing calendars, events and activities.
 - Conducted company-wide town hall meetings to convey updates.
 - Interviewed potential hires, negotiated salaries and benefits, and performed reference checks.

11/2013 to Current

Lead Sales Associate

Palmer Donavin – Beloit, WI

- (6 years 10 months +)
- Reported sales data to upper management as directed.
- Studied product and local markets to adjust sales pitches and adapt strategies for optimized sales.
- Monitored sales processes to identify areas in need of improvement and implemented systems to rectify issues.
- Monitored sales team performance and provided constructive feedback.
- Provided exceptional customer service to foster client loyalty and satisfaction.
- Promoted brand awareness and utilized networking to increase brand development.
- Trained new employees on customer service, money handling and organizing strategies.
- Served customers with knowledgeable, friendly support at every stage of shopping and purchasing.
- Completed efficient store resets to prepare store for special promotions and seasonal updates.
- Informed customers of promotions to increase sales productivity and volume.

03/2012 to 06/2013

Sales Manager

M/I Homes – Tampa, FL

- (1 year 4 months).
- Managed Fine Jewelry, Fashion Jewelry, Handbags, Cold Weather and Cosmetics.
- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
- Held weekly meetings with sales associates to identify techniques to overcome sales obstacles.
- Identified, hired and trained highly-qualified staff by teaching best practices, procedures and sales strategies.
- Coached employees in successful selling methods and encouraged cross-selling to drive revenue.
- Monitored metrics and marketing investments to assess performance and implement continuous improvements.
- Maintained relationships with customers and found new ones by identifying needs and offering appropriate services.
- Organized promotional events and interacted with community to increase sales volume.
- Handled all customer relations issues pleasantly, enabling quick resolution and client satisfaction.

08/2010 to 12/2011

Residence Hall Coordinator

Edinboro University Of Pennsylvania – City, STATE

- Supervised diverse staff of 6 resident assistants and 8 work study students
- Adjudicated students for conduct violations and served on call rotation to respond to building and campus wide incidents
- Provided special services such as alcohol and drug prevention programs and classes to teach students to handle conflicts without resorting to violence.
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Completed all paperwork, recognizing any discrepancies and addressing them quickly.
- Created plans and communicated deadlines to ensure projects were completed on time.

Education

- 12/2011

M.A: Managerial and Leadership Communications

Edinboro University Of Pennsylvania - Edinboro, PA
- 06/2009

B.A. Degree: Organizational And Interpersonal Communication

University Of Mount Union - Alliance, OH