

# Jessica Claire

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## PROFESSIONAL SUMMARY

Innovative Human Resources Executive demonstrates talent for turning around flagging operations and spearheading growth through proactive leadership. Experienced with HRIS and data-driven approaches to personnel management, benefits administration and organizational development. Record of success in improving recruitment and retention.

## SKILLS

- Compensation and benefits
- Succession planning
- Labor negotiations
- Payroll coordination
- WorkForce Improvements
- Recruitment
- Personnel Recruitment
- Equal Opportunities Facilitation
- Benefits and Compensation Management
- Training and Development
- Conflict Resolution
- Team Building
- Records management
- Organizational Development
- Recruitment strategies
- Benefits administration
- Microsoft Office proficiency
- File and records management
- Training and mentoring
- Benefits and compensation

## WORK HISTORY

### HUMAN RESOURCES MANAGER

01/2020 to CURRENT

Caliburn International | Pensacola, FL

- Implemented performance review and motivational strategies to elevate HR team results.
- Monitored and handled employee claims involving performance-based and harassment incidents.
- Motivated employees through special events, incentive programs and constructive feedback.
- Collaborated with legal and compliance teams to review paperwork, obtain feedback and procure available information for new training processes.
- Devised hiring and recruitment policies for [Number]-employee company.
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for [Number] new employees.
- Collaborated with senior management and performed benefits analysis, corrective action planning and big-picture data capturing.
- Directed job fairs to bring in local talent for long term and seasonal positions.
- Coordinated with senior leadership and handled managerial needs by implementing fresh solutions into business strategies.
- Led and strategically directed team of human resources professionals.
- Maintained payroll and benefits for employees in various locations and diminished financial discrepancies through expert program management.
- Evaluated training program success and presented strategic improvement recommendations to upper management.
- Conducted company-wide town hall meetings to convey updates.
- Maintained company compliance with local, state and federal laws, in addition to established organizational standards.
- Leveraged cost-effective digital systems to manage payroll and benefit programs.
- Automated office operations while managing client correspondence, record tracking and data communications.
- Maintained optimal staffing levels by tracking vacancies and initiating recruitment and interview processes to identify qualified candidates.
- Provided guidance on policies and procedures to harmonize responses, provide appropriate investigation actions and reach resolution of grievances.
- Updated training processes by reviewing existing documentation, leveraging feedback from associates, and working with legal and compliance teams.
- Maintained current knowledge of industry regulations and legislation to amend policies and promote compliance.
- Educated management on successful policy implementation and enforcement actions to prevent employee legal entanglements.
- Briefed new hires on essential job information, such as company policies, employment benefits and job duties.
- Facilitated communication and coordination between employees and management to keep parties informed.
- Discovered and resolved complex employee issues that affected management and business decisions.
- Adhered to federal and state guidelines and managed payroll and benefits for over [Number] employees.
- Provided resolution to complex and confidential issues.
- Coordinated activities of human resources team, distributing resources and personnel effectively across organization to meet HR needs.
- Recruited top talent to maximize profitability.
- Streamlined complaint response management by providing guidance on policies and ensuring appropriate and accurate investigation processes.

### HUMAN RESOURCES ADMINISTRATOR

08/2018 to 10/2019

Dorel Industries, Inc. | San Bruno, CA

- Liaised between multiple business divisions to improve communications.
- Directed and controlled 401K, medical, dental and vision benefit packages.
- Prepared new hire letters, employee contracts and corporate policies.
- Managed benefits enrollment by answering questions and aiding employees with login details.
- Handled on-boarding process for newly hired employees, which included distribution of all paperwork.
- Oversaw hiring, staffing, and labor law compliance.
- Coordinated ongoing technical training and personal development classes for staff members.
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for [Number] new employees.
- Updated HR database with new employee information, changes in benefits and other details.
- Oversaw exit interviews and off-boarding process for resigned and terminated employees.
- Improved office efficiency by effectively managing internal communications and correspondence.

### HUMAN RESOURCES EXECUTIVE ASSISTANT

09/2017 to 03/2018

Arc Of Seneca Cayuga | Ithaca, NY

- Delivered friendly assistance with new hires throughout interviewing and hiring process.
- Filed paperwork, sorted and delivered mail, and maintained office organization.
- Recruited and screened qualified potential employees.
- Efficiently delivered personnel information to management for speedy corrective action.
- Assisted with on-boarding process of [Number] new hires.
- Maintained and scheduled complex calendars.
- Assisted with meetings and presentations within company.
- Recruited and hired qualified candidates for vacant and new positions.
- Sparked productivity by setting itineraries and scheduling appointments.
- Managed employee exit interviews and paperwork.
- Prepared monthly, weekly and daily logs using Microsoft Office Suite.
- Set up orientations and initial training for new employees.
- Compiled employee records from individual departments to maintain central files.
- Processed documentation for employee actions such as new hires, grievance resolutions and terminations.
- Converted employee status from temporary to permanent.
- Tracked various statistics and kept detailed records to support human resources department.

### CUSTOMER ACCOUNT MANAGER

04/2014 to 09/2017

At Worldwide Logistics | Dallas, TX

- Handled complaints, provided appropriate solutions and alternatives within appropriate timeframes, and followed up to achieve resolution.
- Organized daily workflow and assessed appropriate staffing to provide optimal service.
- Communicated with approximately [Number] clients daily to understand needs and explain product value.
- Drafted letters, charts and financial reports to keep staff informed of progress.
- Evaluated customers' potential needs to make appropriate recommendations.
- Maintained client files with sales contracts, records of client interactions, client notes, and other information.
- Used [Software] and [Software] to keep accurate records pertaining to inventory and account notes.
- Tracked and maintained orders to guarantee prompt and successful delivery of merchandise to customers.
- Partnered with business leaders to deliver services that support company objectives and consistent with corporate values.
- Scheduled and attended meetings with clients and prospective clients as requested.
- Performed duties and provided service in accordance with established operating procedures and company policies.
- Built client relationships by responding to inquiries, identifying and assessing clients' needs, resolving problems, and following up with potential and existing clients.
- Secured on-time payments and collected on delinquent accounts with tailored payment plans.

## EDUCATION

### Bachelor of Science | Human Resources Development And Training

12/2012

Idaho State University, Pocatello, ID

- This is a dual degree in both Corporate Training and Professional Technical Education, with an emphasis in Technical and Grant writing.

## CERTIFICATIONS

- SHRM - Society for Human Resource Management certification
- [Area of certification] Training - [Timeframe]