

# Jessica Claire

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## SUMMARY

Ability to grasp new concepts and tools swiftly. Solve issues with the ability to think quickly and act accordingly. Vast experience with Microsoft Office. Comfortable and highly motivated in any leadership roles with excellent multitasking capabilities, gifted memory, and strong interpersonal skills. Authorized to work in the US for any employer. 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

- Skills Used
  - Yardi Point2, Appfolio, Quickbooks, Dropbox and Cloud
  - Marketing
  - Accounts Payable/Receivable
  - Inventory Management
  - Microsoft Office, Word, Outlook, PowerPoint
  - Operations
  - Scheduling
  - Word
  - Team Building (10+ years)
  - Leadership Experience
  - Forecasting
  - Budgeting
  - Financial Report Writing
  - General Ledger Accounting
  - Leasing
  - Records Management
  - Revenue Management (10+ years)
  - Account Reconciliation
  - Office Management
  - Bookkeeping
  - Balance Sheet Reconciliation
  - Pricing
  - P&L Management (10+ years)
  - Customer Service
  - Administrative Experience
  - Fair Housing Regulations
  - Employee evaluation (10+ years)
  - Data entry
  - Sales
  - Account management
  - Hotel management (10+ years)
  - Employee orientation (10+ years)
  - Analysis skills
  - Payroll (10+ years)
  - Computer skills
  - Communication skills
  - Market research
  - Benefits Enrollment (10+ years)
  - Event Planning
  - Conflict management (10+ years)
  - OSHA (10+ years)
  - Organizational skills
  - Salesforce
  - Leadership
  - Adobe Acrobat
  - Google Suite
- Maintenance
- Benefits Administration
- PeopleSoft
- Yardi
- Sage
- Kronos
- Attendance Management
- Presentation skills
- Filing
- Landlord-tenant law
- Product management
- Data management
- Certifications and Licenses
- Present
- Attendance on Demand Global HR Research
- Ultipro
- Kelly Benefits & Payroll
- Fosse
- E-Verify Certification
- Sharepoint
- NiteVision
- Procurement
- Microsoft Suite
- Expensewire
- Concur Expense
- ADP
- Google Docs
- Jenark
- Yardi Point2
- Administering Disciplinary Procedures
- Performance Management Systems
- Health and Safety Programs
- Dispute Mediation
- Employee Relations Oversight
- Problem-Solving
- Hiring/Terminations
- Conflict Resolution
- Exit Interviews and Processes
- Recruiting and Interviewing
- Compensation and Benefits Administration
- Accident Investigations
- Onboarding/Off-boarding
- Payroll Administration
- Human Resources Operations
- Employee Handbook Development
- Benefits Programs

## EXPERIENCE

### HUMAN RESOURCES MANAGER

07/2022 to CURRENT

#### Dexter Magnetic Technologies | IL, State

- In this position I organize, coordinate, oversee, and carry out HR Department projects and work directly with management and oversee the human resources department to fulfil a variety of necessary HR tasks
- This includes the lifecycle of employment such as recruiting, hiring, onboarding, and training, and unfortunately sometimes termination, as well as signing off on your HR team's tasks
- This role also focuses on maintaining a healthy workplace organization
- Working within the management team and overseeing all HR endeavors
- Organizing and leading an HR team to fulfill necessary roles in the organization
- Creating policies, procedures enforcing Compliance policies
- Educating employees on and enforcing company policies
- Maintaining the company's calendar and schedule any meeting management requires
- Assisting in the full hiring process of employees, including recruitment, interviews, verifying work- history and references, and tracking of new possible candidates in HR software
- Helping with new- hire procedures, including organizing employee orientation, creating new employee files, administering employee handbooks, and ensuring all necessary paperwork is properly filled out and submitted to appropriate persons Making sure all health and safety regulations are followed
- Preparing materials and help organize and give employee performance reviews
- Presenting any new or additional training materials to employees
- Fostering positive employee relations and work to solve any employee issues that surface
- Making sure all employee records are filed correctly and kept confidential Abiding by current employment laws and regulations
- Assisting in contacting applicants to inform them of employment possibilities, consideration, and selection
- Conducting phone screens
- Updating job postings
- Maintaining a high degree of discretion when dealing with confidential information
- Enforcing compliance within the company
- Manage the HR components for employees both on site and around the US

### OFFICE MANAGER

01/2022 to 07/2022

#### Transdevna | Peoria, IL

- As the Office Managers/HR Rep I was responsible for managing office services by ensuring office operations and procedures are organized; preparing weekly payroll
- Making sure correspondences are controlled, supply requisitions are reviewed and approved by the site manager
- While ensuring customers receive great service
- Primary Responsibilities:
- Answering phones in professional manner, direct calls, or assist caller
- Onboarding process for all new hires and benefits
- Record maintenance updates such as current personal files, file audits, hired/ terminated files and benefit administration
- Ability to manage the accounting of the office such as: Payroll, account receivables, accounts payable
- Oversees maintaining safety supplies and office supply inventory and order as needed
- Prepare various daily reports to be sent out on a daily/weekly and monthly basis
- Maintains detailed records of incoming/outgoing loads that cross the scales and prepares reports as needed
- Provide general support to visitors
- Managing recruitment for open hourly positions, including scheduling and participating in interviews
- DRO Updates to include costs and P&L
- Accounts payable (invoices, statements, and dealing with vendors directly)

### GENERAL MANAGER/ SUPPORT MANAGER

04/2010 to 02/2022

#### Sleep Specialty Inc, Tuscaloosa | City, STATE

- Oversee all functions and day to day operations, office operations, profit loss management, budget, personnel management, hiring, staffing, training, development, motivating staff, all cash handling processes including deposits, bookkeeping, payroll functions and processed background checks and new hire paperwork
- Develop expertise on computer operating systems
- Identify and manage repair and maintenance issues
- Identify capital expenditure needs
- Assist with completion of expenditure projects
- Identify and follow-up on life and safety issues and inspection issues
- Maximize financial performance through revenue management and pricing recommendations
- Meet budgets through P&L analysis and effective cost and inventory control
- Assist in preparation of annual budgets
- Monitor competitors for their market and drive sales through local marketing
- Maintain positive relationships with all local and government authorities
- Assist in recruitment and training of other General Managers.

### OFFICE/HR MANAGER

07/2012 to 08/2014

#### Avast Realty & Access Property Management Co | City, STATE

- Onboarding all new hires and agents, Verifications of employment, processed payroll, 1099 and W2's.
- Prepared lease commencement packages and worked with Broker
- Prepared and negotiated new leases, lease adoptions, extension amendments, modifications, renewals, relocations for existing leases for over 120 properties
- Reconciled monthly rental payments to Landlords statements for all tax, operating, monthly rental and real estate bills with any escalations where applicable
- Obtained tax invoices from
- Landlords and/or local municipalities where needed
- Prepared rent equalization analysis and set-up recurring journal entries to straight-line lease terms
- Maintained hardcopy of leases, all appropriate forms and correspondence in file room
- Scanned all leases into Dropbox/Cloud database system and entered in all pertinent information to provide a short summary for immediate reference
- Resource to Finance,
- Facilities, Tax and Accounts Payable Departments for analysis on expenses, cutting costs and feasibility
- Processed Landlord Change of Ownership, W-9s for new owners, 1099's, Landlord change of address,
- Certificate of Insurance requests, Estoppels and Subordination and Non-Disturbance Agreements
- Accomplishments
- Implemented new software systems, programs and policies
- Streamlined old processes to make them more efficient.

## EDUCATION AND TRAINING

### Associate | Real Estate

09/2014

#### Avery Yarbrough School of Real Estate, Birmingham, AL

### Associate | Marketing and History

01/1990

#### Southern Junior College of Business

### High School Diploma

06/1988

#### P.D Jackson-Olin High School, Birmingham, AL

### HUMAN Resources Management

#### IAP Career College, Online

### HUMAN Resources Certification | Human Resources

#### GE Forage, Online

## CERTIFICATIONS

- Human Resources Management (10+ years) Operations management (10+ years) Accounting Journal Entries ATS (10+ years) Vendor Management (10+ years)