

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105  
(555) 432-1000 - resumesample@example.com

## SUMMARY

Human Resource Manager who works with other staff and managers to translate business strategies into HR actions that drive business results. Highly effective at incorporating creative leadership skills to achieve business objectives. Directs projects that improve efficiency while meeting deadlines and budget requirements. An expert communicator and negotiator with strong conflict resolution skills. Driven to improve morale, decrease turnover and improve productivity. Experienced, practical understanding of business needs. Areas of expertise include conflict management and employee training.

## HIGHLIGHTS

- Staffing and recruiting professional
- Interviewing expertise
- Employment law knowledge
- Event management
- Employee handbook development
- Manager coaching and training
- Off-boarding
- Interviewing expertise
- Performance management strategies
- Employee relations

## ACCOMPLISHMENTS

Transitioned operations into full compliance. Created a rewards and incentive program that was cited as the driving force behind employee retention rate of 86%. Reduced time to fill by 44%. Introduction of assessments leading to reduction in workers comp claims of new hires. Developed strategies and implemented termination policies with 90% reduction in post-termination claims. Developed policies in compliance with EEO, state and local laws. Improved communication and increased morale. Damage control after class-action complaint was filed for sexual harassment resulting in favorable out-of-court settlement. Established strong, positive relationships with community groups and professional organizations.

## EXPERIENCE

10/2009 to 06/2015 **Human Resources**

**Universal Forest Products, Inc.** – Snohomish, WA

- Extensive experience in service, hospitality, and operations.
- A multi-tasker responsible for a range of tasks including implementing HR policies, procedures, and programs and day-to-day administration of HR processes.
- Advised managers on organizational policy matters and recommend needed changes. Directed personnel, training and labor relations activities. Identified staff vacancies and recruited, interviewed and selected applicants. Served as a liason between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems. Reviewed federal and state laws to confirm and enforce company compliance. Addressed inquires from employees and management regarding new-hire activity and ongoing employee relation issues. Created and implemented process for exit and separation interview. Advised top management on appropriate employee corrective actions. Created and modified job descriptions within all departments. Worked with senior-level management to create fair and consistent HR policies and procedures. Facilitated monthly meetings to develop strategies that would positively influence workplace relationships.
- Self-starter who thrives in a fast-paced, fluid environment with the ability to play a strategic and hands-on role providing full cycle human resources support.
- Proven communication skills to assure uniformity of HR practices that align with department and company objectives.
- Ability to balance as liason to management while acting as employee champion and change agent while assessing and anticipating HR-related needs.
- Skilled at conflict management and negotiation and providing day-to-day on-boarding and performance guidance to line management (coaching, counseling, career development, disciplinary actions) and work closely with management and employees to improve work relationships, build morale, and increase productivity and retention. Knowledge of legal requirements related to management of employees, reducing legal risks and ensuring regulatory compliance.
- A dynamic change agent with a track record of execution.
- Creativity and innovation in process and problem solving.
- A deep understanding of Equal Employment Opportunity and California Labor law and their effects on business.
- Strong background in policy-making and negotiation skills incorporating a strong sense of creating win-win situations and relationships with all parties and partners.
- Specialties: Project management, community relations, writing, employee motivation, process improvement, cross functionality, leadership, negotiation and strategy.
- Worked with Operations to determine optimal scheduling, work area placement, performance reviews, and staff development. Implemented confidential, consistent follow up after a complaint has been filed.

06/2000 to 11/2009 **Office Manager and Human Resources**

**F. Demeo** – City, STATE

- Managed payroll, A/P, cash management, bookkeeping.
- Developed standard operating procedures for hiring and terminations.
- Established a process for complaints with "open door" policy and process for complaints.
- Damage control after class-action complaint for sexual harassment.

## EDUCATION

June, 1989

**BS: Business Administration**  
**University of Southern California**

## AFFILIATIONS

High Tech Middle Media Parent Volunteer and Board NDF Investments and Real Estate  
Pacific Beach Planning Group Board San Diego Society Human Resource Management(SDSHRM)

## SKILLS

People person, problem-solving, negotiation, community relations