

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Dedicated Human Resources professional offering 8 years of success in benefits administration, employee relations and performance management. In-depth understanding of policy implementation, affirmative action guidelines and employment law compliance. Strong leader with proven problem solving and conflict resolution skills.

Creative Human Resources Generalist dedicated to developing unique employee orientation and training programs that generate loyal and knowledgeable staff. Career accomplishments in boosting retention rates, reducing hiring expenses and supporting positive work environment. Enthusiastic Human Resources Recruiter skilled at attaining corporate goals and results. Innovative thinker with background creating compliant and efficient processes and procedures. Expert knowledge in developing employees and motivating individuals to exceed corporate objectives through various recruiting initiatives.

SKILLS

- Human resources
- FMLA comprehension
- Executive support
- Strategic sourcing
- Report generation
- Training and development
- Employee relations
- Risk management
- Organizational development
- Employee recruitment
- Employee programs
- Team building
- Compensation and benefits
- In-depth knowledge of HR Compliance
- File and records management
- Talent management
- Trained in FMLA/ADA/EEO/WC
- Diversity programs
- Conflict resolution
- Budget planning
- Benefits and compensation
- Change implementation
- Staff training/development
- Termination procedures
- Knowledgeable in all HR Systems
- Staff orientation
- Project development
- Procedures implementation
- MS Office proficient
- Coaching and mentoring
- New employee orientations
- HR management
- Labor relations
- Performance management
- Budget development
- Recruitment
- SharePoint Intranet software
- Resource planning

WORK HISTORY

Human Resources Generalist, 04/2016 - Current

Algonquin – Ashland, KY

- Reviewed job applications to identify, vet and recommend optimal candidates.
- Offered fair and equitable compensation by comparing current salaries with market pay.
- Collaborated with review boards on management of discrimination complaints to facilitate risk mitigation.
- Managed all aspects of leave administration, including employee notifications and vendor management, disability programs and health benefits.
- Developed and administered employment policies to guarantee consistent, fair and legal treatment of employees.
- Developed and facilitated all new-hire orientations.
- Provided human resource generalist guidance to managers and employees including talent management, payroll, FMLA, benefits, workers compensation, 401K and OSHA compliance.
- Impacted enterprise performance via organizational transformation, enhanced personnel engagement and effective alignment of HR strategy with business goals.
- Coached managers through employee relations matters including employee engagement, documentation, discipline and performance improvement plans.
- Established and monitored employee pay scales.
- Guided leaders and employees as subject matter expert in areas of employee classification and compensation studies, talent management and training.
- Implemented company's first sourcing tracking system.
- Guided candidate recruitment and selection to create diverse workforce capable of collectively meeting company goals.
- Designed and implemented orientation programs for new employees, covering job responsibilities, policies, procedures and Kroger policies.
- Oversaw and managed onboarding processes and programs for successful integration of new, transferred or promoted employees.
- Developed company personnel policies, standard operating procedures and employee handbooks.
- Refined talent strategies and plans, including design and implementation of programs for recruitment and retention strategies.
- Developed and enforced company policy and procedures relating to all phases of human resources activity.
- Implemented and supervised orientation procedures for all new hires.
- Managed implementation of new system that transformed HR resources management organization.
- Audited workplace, employee and management policies and procedures.
- Developed internal and external relationships with project teams, department managers and consultant teams to improve delivery of HR services.
- Explained and administered benefits including medical, dental, life insurance, disability and 3 flexible spending accounts.
- Delivered strategic workforce planning, benefits administration, labor relations, succession planning and reporting systems.
- Facilitated criminal background check process for new hires.
- Processed unemployment claims and acted as company representative at unemployment hearings.
- Developed and launched highly successful cultural and gender diversity programs.
- Documented and updated job descriptions as well as implemented wage surveys.
- Created and enforced HR policies and procedures across organization.
- Helped change organizational culture to overcome resistance to change through open communication for addressing employee concerns, allowing for different opinions and publicizing new strategies.
- Conducted thorough investigations of employee activities to identify and target operational and behavioral discrepancies.
- Generated and updated complete and accurate employee files for over 300 employees.
- Conducted employment verifications and investigations.
- Developed innovative new-employee orientation programs, including safety training.
- Led and developed performance management tools and processes to integrate with organization's values and core competencies.
- Educated and advised employees on group health plans, voluntary benefits and 401(k) retirement plans.
- Presented alternatives in organization design, advantages and disadvantages.
- Presented advice, coaching and counsel to managers and staff regarding human resources policies, procedures, programs and labor relations.
- Managed employee rewards programs.
- Partnered with clients to choose best price and service combinations.
- Maintained current understanding of state and federal policies such as EEO and ADA.
- Liaised between multiple business divisions to improve communications.
- Provided HR advice and counsel in alignment with firm's employment policy.
- Implemented and coordinated development of HR programs and services.
- Delivered team member services and customized employee programs focused on optimizing labor relations and communications.
- Collaborated with peers to develop and integrate workforce planning and analysis.
- Improved quality of hiring decisions by working with hiring managers in equitable recruitment efforts and by administering new comprehensive employment selection exams.
- Communicated with potential hires to provide clarity on expected tasks, compensation and policies.
- Created organizational flow charts and career path reports to evaluate employee compensation information.
- Entered and maintained benefit information on HRIS for over 300 accounts.
- Ensured that vendors received timely enrollment information, changes and terminations.
- Set, enforced and explained HR policies to team members to cultivate compliant and satisfied workforce.
- Conducted confidential investigations of discrimination, harassment and workplace violence.
- Promoted within the company to machine operator within 2 months, production lead within 9 months and HR Generalist within 2 years.
- Updated key human resource metrics, including turnover and terminations, using reporting tools on HRMS database.
- Acted as liaison between employees and insurance carriers to resolve problems and clarify benefits.

General Laborer, 04/2014 - 01/2020

Mario Sinacola Companies – Fort Worth, TX

- Monitored machines during operation to detect sounds of malfunctioning or excessive vibration and adjusted machines or replaced tools to eliminate problems
- Participated in safety seminars
- Eliminated downtime and maximized revenue by providing top project quality control
- Loaded, unloaded and moved material to and from storage and production areas
- Used cleaning solvents and equipment to scrape and clean units and parts
- Multi-tasked on heavy equipment, including forklifts and improved project completion times
- Read work orders or received oral instructions to determine work assignments and equipment and materials needed
- Notified supervisors of defective equipment or material
- Cleaned job site after each shift
- Handled supply and equipment inventories and distribution for workers
- Maintained and repaired facilities, equipment and tools to ensure operational readiness, safety and cleanliness
- Worked alongside staff to discuss and implement best practices and exceed team objectives
- Performed thorough quality checks on products and materials to identify any defects
- Operated forklift to load and unload materials and equipment on trucks
- Transported heavy materials using tugs, hand trucks and pallet jacks throughout work zone
- Assisted team members with tasks that require group effort

Production Team Lead, 02/2015 - 05/2016

Teespring – Hebron, KY

- Completed high-quality ice cream products with skilled assembly of systems, supports and connections
- Conferred with management and design staff to fully understand and comply with strict production specifications
- Trained new employees in assembly skills to improve team production levels
- Identified and corrected defects to bring completed products in line with tolerances
- Labeled components and monitored use to keep accurate records
- Enhanced team performance with smooth distribution of needed supplies and subassemblies to each member
- Made sure that products were produced on time and are of good quality
- Monitored product standards and quality-control programs
- Maintained necessary level of communications between shifts
- Assisted machine operators with finished pieces
- Supervised and motivated staff and management
- Kept work areas clean and neat
- Ensured that all health and safety guidelines were followed
- Managed team performance by training, mentoring, disciplining and motivating employees
- Set and monitored product standards, examining samples of raw products and processing tests, to ensure quality of all finished products
- Determined maintenance requirements and assigned repairs to qualified employees
- Reviewed processing schedules and production orders concerning inventory requirements, staffing requirements, work procedures and duty assignments, considering budgetary limitations and time constraints
- Monitored machine operation and diagnosed malfunctions
- Coordinated procedures for facility and equipment maintenance or modification, including replacement of machines
- Configured any human and material resources needed
- Trained staff of 10 direct labor employees to perform assembly and manufacture of product
- Maintained quality assurance and customer satisfaction objectives
- Prepared and maintained production reports and personnel records

Human Resources and Safety Manager, 04/2008 - 04/2014

Air Serv Corporation – City, STATE

- Facilitated occupational safety meetings and handled inquiries, questions and concerns in terms of training
- Reduced injuries among personnel with development and implementation of robust safety programs and policies
- Trained employees in most current regulations and practices in effort to prevent mishaps and promote overall safety
- Inspected job sites and facilities to detect potential health hazards and put corrective measures immediately into effect
- Facilitated meetings with upper management and executives to discuss ways that safety could be improved
- Developed and implemented safety programs
- Directed recordkeeping and paperwork preparation in line with OSHA requirements
- Monitored safety and assessed risk levels and mitigation strategies at industrial worksites and on construction jobs
- Updated contract, project and crew leaders with daily status reports on observations and incidents
- Conducted new employee interviews, orientation and training, and provided ongoing monitoring and evaluation
- Assessed compliance of site operations, accuracy of forms and adequate employee notification for different policies

EDUCATION

GED: General Studies, 08/2006

Davis Applied Technology College - Kaysville, UT

Incomplete: 01/2010

Weber State University - Ogden, UT