

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

I love helping people achieve what they believe is impossible! As a talent management and human resource professional, I know that companies cannot survive if associates don't thrive. From culture to leadership, I help organizations tap into their talent in order to bring out their very best. I shine at creating meaningful career journeys, elevating performance possibilities, orchestrating talent development solutions, leading change management initiatives, infusing fun into the workplace, and creating an inclusive culture.

## SKILLS

- Managing employee life cycle processes
- Business and financial acumen
- Adult learning theory and instructional design
- Leadership development
- Human performance improvement
- Building competency model
- Needs assessment
- Career planning and talent management
- Facilitating organizational change
- Training measurement and evaluation
- Process improvement

## WORK HISTORY

- 05/2013 to Current **Senior Vice President, Human Resources & Training**  
**Skywest Airlines** – Rock Springs, WY
  - Responsible for the functional areas of Human Resources, Training/Development, and Quality for 600+ Red Roof hotel locations. Workforce includes 10,000+ employees in company/franchise hotels, call center, and corporate office. Provide leadership to a department of 28.
  - Assess human capital deficiencies and create meaningful strategies to attract and retain high performers.
  - Manage employee engagement strategies and assessment process-implementing programs to enhance the brand's organizational culture.
  - Partner with the Executive Leadership Team and Ownership to address current and emerging workforce trends affecting operational and financial performance.
  - Developed talent strategies to support the brand's expansion into new market segments (HomeTowne Studios, and the Red Collection) as well as grow internationally (Japan, Brazil, and Canada).
- 05/2013 to 03/2018 **Vice President, Human Resources & Training**  
**Red Roof Inn** – City, STATE
  - Provide leadership expertise on the entire employee life cycle including talent acquisition, performance management, employee relations issues, talent development, employment law compliance, worker's compensation, benefits administration, and quality improvement.
  - Align individual strengths with organizational needs to ensure organization has the talent foundation to achieve stakeholder and customer expectations.
  - Lead employee engagement assessment process, analyzing data, facilitating leadership discovery sessions, and creating action plans to improve employee engagement and brand culture.
  - Ensure organizational leaders are equipped with the knowledge, skills, and abilities to thrive in business.
  - Create reward and recognition strategies to acknowledge performance excellence.
  - Provide business analytics to Senior Leadership on the results and impact of Human Resource, Training, and Quality initiatives.
  - Partner with Risk Management and Legal Department on crisis management situations, compliance, ethics, safety and liability matters.
- Panelist speaker and committee member for Forum on Leadership for Women Entrepreneurs.
- 09/2007 to 05/2013 **Director, Training**  
**Red Roof Inn** – City, STATE
  - Responsible for implementation of a progressive learning and development strategy throughout organization.
  - Created a Continuing Education Program to ensure organization provided opportunities each month for workforce to pursue personal and professional development.
  - Worked with functional departments to create impactful training resources and learning solutions to support brand initiatives.
  - Acted as a learning coach; helping aspiring leaders discover and ignite their strengths.
  - Accountable for internal communications including: weekly communications to field, employee newsletters, executive level speeches, quarterly brand updates, recognition programs, and maintenance of intranet.
  - Facilitated team building sessions throughout organization, strategy planning sessions, and skills-based training sessions for underperforming departments.
  - Brand Conference Committee member, organizing multi-day brand meeting, developing creative workshops, and annual Circle of Excellence Awards celebration.
  - Member of Brand Standards Committee; leadership team responsible for establishing brand standards and initiatives.
  - Executive sponsor of Corporate Exchange Committee; leading a cross functional team to foster better communication among all Red Roof Inn departments, share information and best practices across departments and generate a spirit of cooperation and camaraderie among corporate employees.
- 04/2001 to 09/2006 **Director, Employee Development & Training**  
**NationsRent** – City, STATE
  - Led Employee Development Department of 14 to ensure continuous learning and talent growth throughout organization of 3,500 employees in 26 states.
  - Provided vision and strategy to the training department in order to implement various training initiatives including, but not limited to: Sales and Customer Service Training, Systems Training, Safety and Regulatory Training, Product Training, and Management Development.
  - Responsible for development and deployment of learning resources such as job aids, reference manuals, case studies, role-plays, and web-based training to enhance employee job performance and overall company performance.
  - Proactively partnered with department heads to ensure alignment of learning with strategic initiatives.
  - Coached Trainers delivery of curriculum and analyzed evaluations to measure effectiveness of programs.
  - Worked with executive leadership in identifying, developing, and tracking high potential employees.
  - Member of Strategic Integration Steering Committee which evaluated department initiatives against the company vision.
  - Executive sponsor for Sales Black Belts, an elite team serving to capture and transfer sales expertise.

## EDUCATION

### Bachelor of Arts: Communications

Wright State University - Dayton, OH

## ACCOMPLISHMENTS

- 2018 Honorary Team Grow Award, Red Roof
- 2018 Customer Innovation Award, Ultimate Software
- 2018 LearningElite Award, Chief Learning Magazine
- 2017 Best Use of Learning Technology, Biz Library
- 2016 Best Measured Success, Biz Library
- 2016 Learning 100 Award, ELearning Magazine
- 2016 Training Top 125 Award, Training Magazine
- 2016 Best New Program Launch, Biz Library

## CERTIFICATIONS

- Certified Professional in Talent Development CPTD (ATD)
- Member of Association for Talent Development (ATD)
- Member of Society for Human Resource Management (SHRM)
- Member of American Hotel and Lodging Association (AHLA) HR Committee
- Member of Women for Economic and Leadership Development (WELD)
- Change Management Certification (ATD)
- Career Planning and Talent Management Certification (ATD)
- Situational Leadership II Trainer Certified (The Ken Blanchard Companies)
- Participant Centered Learning (The Bob Pike Group)
- Creative Training and Coaching (The Bob Pike Group)
- Instructional Design Certification (Darryl Sink & Associates, Inc.)
- Building Competency Models Certification (Workitect)