

Jessica Claire

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SUMMARY

Highly-focused and ambitious Human Resources Manager bringing eighteen + years management experience with extensive customer service, public relations and philanthropic background. Astute and proactive problem-solver possessing elevated business and operations acumen honed through progressive career history, diverse industries knowledge and accomplished education. Talented in key HR functions, spanning employee hiring, training, development and retention-promoting relationship building.

SKILLS

- Employee Engagement
- Personnel Information Systems
- Staff Compensation
- Problem Solving
- Hiring and Onboarding
- Compensation and Benefits Administration
- Forecasting Employment Needs
- Problem-Solving
- Employee Development
- Hiring Trends and Analysis
- Cross Functional Collaboration
- Budget Administration
- Hiring and Firing
- Advising Department Managers
- Accident Investigation
- Employee Relations Oversight
- Accident Investigations
- Administering Disciplinary Procedures
- Exit Interviews and Processes
- Relationship Building
- Conflict Resolution
- Policy Improvement Recommendations
- Regulatory Compliance
- Recruiting and Interviewing
- Human Resources Allocation
- Labor Relations Coordination
- Benefits Programs
- Human Resources Operations
- Training Development
- Payroll Administration
- Employee Handbook Development
- Recruitment and Hiring
- Benefits Administration
- Leadership Development
- Staffing and Recruiting Professional

EXPERIENCE

HUMAN RESOURCES MANAGER 09/2020 to 12/2021

Chefs Warehouse | Las Vegas, NV

- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Provided HR consultation services to leadership and department heads.
- Initiated employee evaluation process and recommended policy changes to help staff progress toward desired readiness goals.
- Held exit interviews and documented information discussed with employees.
- Directed HR programs, policies and processes to improve operational efficiency.
- Compiled reports to provide management with accurate information and comply with policies and procedures.
- Facilitated learning and development programs and initiatives resulting in advancement opportunities for employees.
- Identified operational weaknesses to improve or innovate people, programs and processes.
- Encouraged open communications, promoting positive and pro-employee work environment.
- Used data and analytics to improve company processes for recruitment, selection and onboarding.
- Handled sensitive employee and company information with highest level of confidentiality and discretion.
- Formulated corrective action plan through analysis of management feedback and consultation with employee.
- Investigated workplace issues with professionalism and sensitivity and detailed incidents in reports to senior executives.
- Advised leadership and personnel on driving HR policies, union negotiations and business strategy implementation.
- Recruited new employees and built relationships, driving visibility.
- Worked with management to create performance measurement, employee development and employee compensation strategies.

PAYROLL ADMINISTRATOR 03/2017 to 11/2019

Api Group Corporation | Pleasantville, NJ

- Onboarded new employees in time reporting and payroll systems.
- Processed employee rehires, transfers, terminations and withholdings.
- Produced and filed payroll reports every bi-weekly.
- Managed payroll for employees at 1 different locations.
- Voided checks and issued stop payment orders to correct payroll discrepancies.
- Calculated and applied wage garnishments.
- Reported payroll utilizing Quickbooks and administered employee benefits.
- Worked with HR staff to accurately track and update paid time off.
- Coordinated child support deductions and distributed wage assignments.
- Followed IRS guidelines and state regulations when submitting payroll taxes.
- Compiled financial, accounting and auditing reports to calculate profits and losses.
- Implemented payroll reconciliation tools to improve report accuracy.
- Prepared purchase orders and expense reports.
- Determined proper handling of financial transactions and approved transactions within designated limits.

TAX EXAMINING TECHNICIAN 01/2015 to 04/2017

Department Of The Treasury | Norwalk, CT

- Researched accounts with reported discrepancies.
- Adjusted both individual and business accounts.
- Maintained records, phone numbers, contacts and actions taken for each case.
- Set up and monitored payment plans and processed payments.
- Maintained up-to-date contact information for each case under review.
- Examined accounting systems and records to determine appropriateness of methods and controls.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.
- Demonstrated self-reliance by meeting and exceeding workflow needs.

EXECUTIVE ADMINISTRATIVE COORDINATOR 12/2009 to 12/2014

Cornell University | Ithaca, NY

- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Managed physical and digital files, monitored spreadsheets and updated reports to coordinate project materials.
- Directed customer communication to appropriate department personnel.
- Tracked and submitted employee timesheets to prepare for payroll processing.
- Responded effectively to sensitive inquiries or complaints.
- Coordinated appointments, meetings and conferences.
- Scheduled appointments, meetings and events for management staff.
- Managed inventory to ensure all supplies were in stock and within budget.
- Inventoried and ordered supplies for office.
- Provided secretarial and office management support while building cooperative working relationships.
- Answered phone calls and emails to provide information, resulting in effective business correspondence.
- Organized both physical and digital files and updated reports to coordinate project materials.
- Maintained accurate department and customer records.
- Monitored office equipment and scheduled repairs.
- Introduced team members to latest hotel services, encouraging staff to discuss offerings with guests upon checking in.
- Liaised with customers, addressed inquiries, handled meeting requests and answer billing questions to provide outstanding customer care.
- Trained employees on best practices and protocols while managing teams to maintain optimal productivity.
- Provided effective quality control oversight and eliminated downtime to maximize revenue.
- Demonstrated consistent operational excellence to maintain stellar office reputation.
- Managed work requests, new orders and pricing changes while coordinating logistics to verify delivery dates.

EDUCATION AND TRAINING

Associate of Arts | Business Administration And Management 03/2011
Willow International Community College Center, Fresno, CA

High School Diploma 09/2001
J.E. Young Academic Center, Fresno, CA

CERTIFICATIONS

- Human Resources Training - 2019