

Jessica Claire

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SUMMARY

Accomplished human resources leader with 15+ years of driving organizational strategy and culture with human capital solutions. Technology and process improvement enthusiast who is known for automating and streamlining work and boosting efficiencies. Relationship builder who serves as a trusted advisor to executive teams, collaborates cross-functionally to achieve goals, and engages with employees at all organizational levels. A participative leader who guides organizations through meaningful change, builds high-performing teams, and develops employee capabilities. STRENGTHS HR Strategy Business Partnering Performance Management Talent Acquisition Compensation/Benefits Culture Building Process Improvement Communication Conflict Management HR Compliance Technology Implementations Employee Relations Data Analysis Team Leadership Training and Development Benefits Administration Payroll PROFESSIONAL DEVELOPMENT Dale Carnegie Interpersonal Competence | Skills for Success | Immersion Seminar: Strictly Business TECHNICAL / SOFTWARE HRIS Applications PeopleSoft | ADP | Paychex | Paycor | Microsoft Dynamics | Ultimate ATS Applications Jazz | ADP | Microsoft Dynamics | LinkedIn | Lever | iCIMS | Greenhouse eLearning Software LMS Software Applications Adobe Captivate | Articulate Storyline | Articulate Rise Talent LMS | Biz Library | MangoApps | OpenSesame Lattice | softstart | Officevibe | Topgrading | Concur | Nectar HR | Bonusly | Quickbase | Adobe Photoshop, Writer & Sign | Power Automate & Power BI | Salesforce

SKILLS

- Advising Department Managers
- Performance Management Systems
- Hiring Trends and Analysis
- Relationship Building
- Employee Relations Oversight
- Cross-Functional Collaboration
- Compensation and Benefits Administration
- Conflict Resolution
- Budget Administration
- Employee Development
- Exit Interviews and Processes
- Policy Improvement Recommendations
- Recruiting and Interviewing
- Benefits Programs
- Personnel Information Systems
- Leadership Development
- Recruitment and Hiring
- Payroll Administration
- Local, State and Federal Regulations
- HR Policy Development
- Employee Engagement
- Human Resources Operations

EXPERIENCE

HUMAN RESOURCES DIRECTOR

02/2020 to 01/2022

Futurecare Health | Baltimore, MD

- Recruited to manage all aspects of HR for Worker's Compensation company with approximately 100 employees focused on promoting company culture, enhancing employee engagement, and modernizing the department
- Sourced and directed the installation and utilization of the company intranet (MangoApps) and LMS (MangoApps), improving internal communication and development of opportunities in six departments
- Revamped the performance management process to include competency matrices and career tracks, enabling the organization to identify talent and support growth, lowering voluntary turnover for 2022 by 10%
- Improved recruitment process, reducing time to hire from 78 to 40 days by guiding all phases of recruitment, identifying hiring management needs, succession planning, and staff budgeting
- Maintained high employee satisfaction with a Net Promoter Score of 60 through 2022 and employee engagement of 80% through the Officevibe platform
- Transitioned the organization from paper to digital platforms in performance management (Lattice), time clocks (Cognito Forms), travel (Concur), expenses (Concur), and onboarding (softstart), streamlining HR processes and improving efficiency
- Launched a successful recognition platform (Nectar HR) with a current participation rate of above 85%, fostering a positive work environment and rewarding high-performing employees
- Achieved recognition as one of the "Best Place to Work" in PA for 2022 after a successful effort to improve company culture and employee satisfaction

CORPORATE HUMAN RESOURCES DIRECTOR

12/2017 to 01/2021

Futurecare Health | Baltimore, MD

- Transformed the HR department of a national roofing services company into a technology-focused and strategic business partner
- Supervised all HR functions for over 700 employees in-office, remote, and manufacturing plant and partnered with the executive team to set talent strategies
- Upgraded the HR infrastructure by installing new policies, procedures, programs, and technology (e.g., new HRIS System, LMS, and document management)
- Modernized and drastically streamlined talent acquisition processes, which slashed time-to-fill by 50% and solved a recurring talent shortage challenge
- Implemented a new MS Dynamics HRIS, reducing labor expenses by \$60K and improving access to human capital data
- Transitioned to web-enable safety training, increasing completion rates by 10% and saving \$72K annually
- Enhanced culture with initiatives like removing subjective performance appraisals, proving motivating compensation plans, and installing career ladders, resulting in a 12% increase in retention
- Led a successful benefit plan carrier conversion, resulting in a 5% YoY reduction in healthcare spending

HUMAN RESOURCES DIRECTOR

12/2013 to 12/2017

Dole Foods | Monterey, CA

- Led HR for a national dealer management software company, supervising a team of five professionals and overseeing payroll, HR services, talent management, culture, compensation/benefits, and recruiting for over 200 employees
- Reported directly to the CEO/CFO
- Implemented culture-enhancing initiatives, resulting in a 40% increase in employee engagement scores
- Streamlined recruiting process, reducing time-to-fill from 87 days to 31 days and launching a formal compensation structure/bonus program
- Redesigned and automated recruiting processes that dropped time-to-fill from 87 days to 31 days
- Earned the Pittsburgh Technology Council's "Culture Leader of the Year" award and recognized as a top 10 "Best Place to Work" in Pennsylvania
- Developed a first-in-kind communication platform with a 75% engagement rate, disseminating critical company information

HUMAN RESOURCES MANAGER

12/2004 to 12/2013

Dealer Specialties | City, STATE

- Hired as the first HR leader for a division of Dominion Enterprises, providing innovative inventory management solutions to the automotive industry and managing a team of 10 that provided expert HR support to over 300 employees in multiple states
- Improved efficiency by implementing technologies, a new performance management system, and databases (Quickbase) for sales team commissions and job descriptions
- Aligned HR strategy with the corporate HR team by installing enterprise policies, programs, and technology
- Collaborated with business leaders to set and execute HR strategy, supporting purchasing, design, hardware, fleet management, and technology
- Reduced travel expenses by 18% through the implementation of a centralized travel management system
- Aligned employees with company priorities by launching a goal-setting and field manager bonus plan

EDUCATION AND TRAINING

Bachelor of Science | Management/Human Resources

Park University

01/2011