

# Jessica Claire

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

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| SUMMARY    | <p>Highly-focused and ambitious administrative professional bringing [Number]+ 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. Pursuing opportunities to leverage advanced competencies and deliver valuable contributions.</p>  |
| SKILLS     | <ul style="list-style-type: none"><li>Human Resources</li><li>Hiring and recruitment strategies</li><li>Manager coaching and training</li><li>Human and animal evacuations</li><li>Excellent oral and written communication</li><li>File and records maintenance</li><li>Labor and delivery guidance</li><li>Recruiting and interviewing</li><li>Budget planning and management</li><li>Staff development and leadership</li><li>Records management systems</li><li>Staff development</li><li>Problem Resolution</li></ul>  |
| EXPERIENCE | <p><b>HUMAN RESOURCES AND RECRUITMENT MANAGER</b> 08/2019 to CURRENT</p> <p><b>Performance Food Group   Alexandria, LA</b></p> <ul style="list-style-type: none"><li>Developed and managed recruitment process sourcing as many as [Number] candidates each year to fill key positions.</li><li>Established and communicated recruitment objectives and policies to employees.</li><li>Discussed openings with department managers, as well as desired characteristics and qualifications in candidates.</li><li>Challenged and refined current recruitment and sourcing processes by suggesting actionable improvements and innovations.</li><li>Partnered with management to establish workplace safety curriculum for training and education purposes.</li><li>Sourced and developed sourcing leads to increase recruiting base.</li><li>Reduced accidents in workplace by being proactive with prevention by implementing safety policies and procedures.</li><li>Supported onboarding of new employees by supplying key job information, including organizational policies, job duties and employment benefits.</li><li>Created and implemented incentive program for hiring and retaining of employees.</li><li>Served as the liaison between business divisions to facilitate communications.</li><li>Devised training programs for new and existing employees.</li><li>Oversaw job fairs to bring in local talent for long-term and seasonal positions.</li><li>Answered employee questions regarding health benefits and 401k options.</li><li>Conducted exit interviews and recorded employee feedback for use in retention strategy development.</li><li>Managed the administration of benefits and compensation plans.</li><li>Conducted employee performance reviews to access strengths and weaknesses, keeping feedback positive and constructive.</li><li>Executed strong negotiation skills to be able to see both sides and work to reach agreements that satisfy both parties.</li><li>Identified staff vacancies and recruited, interviewed and selected best applicants for numerous positions.</li><li>Oversaw schedule and itinerary coordination, facilitating increased productivity.</li></ul> <p><b>ASSISTANT MANAGER</b> 08/2017 to 07/2018</p> <p><b>Petco   West Orange, NJ</b></p> <ul style="list-style-type: none"><li>Enforced company policies and procedures to strengthen operational standards across departments.</li><li>Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.</li><li>Implemented training processes for newly hired employees and supervised department managers, shift leads and production personnel.</li><li>Initiated inventory control measures to manage and replenish stock, maintain costs and meet customer demands while monitoring clothing, accessory and shoe levels.</li><li>Maintained inventory accuracy by accurately counting stock-on-hand and reconciling discrepancies.</li><li>Analyzed trends, identifying consumer demand and forecasting seasonal trends.</li><li>Conducted job interviews, led employee performance evaluations with constructive feedback and rewarded top sales performers to attract and retain top-quality personnel.</li><li>Produced monthly sales and performance reports, supporting operational planning and strategic decision making.</li><li>Reviewed sales reports to enhance sales performance and improve inventory management accuracy.</li><li>Supported sales management initiatives to optimize business development.</li><li>Managed recruiting and screening processes for [Number] potential participants.</li></ul> <p><b>DEPARTMENT MANAGER</b> 02/2017 to 01/2018</p> <p><b>Arizona Department Of Public Safety   Phoenix, AZ</b></p> <ul style="list-style-type: none"><li>Cultivated talented team of departmental employees through outstanding mentoring, coaching and teaching skills.</li><li>Assessed, optimized and elevated operations to target current and expected demands.</li><li>Enforced safety rules and other policies to protect employees and minimize company liability.</li><li>Developed and implemented promotional strategies to drive business success and maintain budgetary guidelines.</li><li>Kept department on-target to meet sales and profit objectives by minimizing waste and pursuing revenue generation opportunities.</li><li>Trained [Number] employees in inventory practices, POS systems and product knowledge, contributing to [Number]% increase in customer satisfaction ratings.</li><li>Coached, trained and mentored new team members and manager trainees.</li><li>Performed opening and closing duties as part of management team, including cash management.</li><li>Established, enforced and updated policies keeping business agile and responsive to changing market conditions.</li><li>Calculated expenses to correctly mark-up merchandise, remaining competitive.</li><li>Determined performance goals for departmental employees and provided feedback on methods for reaching those milestones.</li><li>Enforced established payroll-related policies, procedures and regulations and adherence to company and governmental policies.</li><li>Corrected payroll transactions by voiding checks and issuing stop payment orders.</li><li>Audited contracts, orders and vouchers.</li><li>Onboarded new employees in time reporting and payroll systems.</li><li>Prepared purchase orders and expense reports.</li></ul> <p><b>ADMINISTRATIVE SUPERVISOR</b> 03/2014 to 03/2017</p> <p><b>Six Flags Entertainment Corp.   City, STATE</b></p> <ul style="list-style-type: none"><li>Recruited, trained and developed dynamic administrative team, supporting all corporate growth and productivity objectives.</li><li>Interviewed, onboarded, developed and oversaw daily activities of [Number] clerical and administrative office personnel.</li><li>Distributed company correspondence, including memos and updates to reinforce and apprise departments and divisions of corporate objectives and developments.</li><li>Evaluated and identified ineffective workflow processes, implements solutions to improve productivity and personnel performance.</li><li>Conducted [Timeframe] performance evaluations of office staff to monitor progress and productivity and recommend promotions, corrective or disciplinary actions.</li><li>Trained [Number] employees on best practices and protocol while managing teams to ensure optimal productivity.</li><li>Optimized personnel coverage, preparing work schedules based on staff availability and forecasted demands.</li><li>Administered physical and digital filing systems, keeping records well-organized and easily retrievable by team members.</li><li>Mentored new employees on [Task] and [Task] and delivered constructive feedback to increase understanding of job duties.</li><li>Automated office operations, managing client correspondence, record tracking and data communications in database and case management software.</li><li>Coordinated office activities and operations to secure efficiency and compliance with company policies.</li><li>Maintained files and records for [Number] clients and observed all safety protocols to prevent breaches and misuse of data.</li><li>Elevated productivity initiatives and managed presidential calendar, including coordinating itinerary and scheduling appointments.</li><li>Conducted employee performance reviews to access strengths and weaknesses, keeping feedback positive and constructive.</li><li>Crafted leadership development programs personalized to each area to challenge and advance current leaders.</li><li>Identified vacancies and recruited and hired applicants to fill positions in variety of departments.</li><li>Maximized HR efficiencies and maintained compliance with operational functions by performing background investigations, employment interviews, requisition posting, budgeting, statistical reporting, confidential document control and protocol development.</li></ul> <p><b>EDUCATION AND TRAINING</b> 05/2020</p> <p><b>Bachelor of Science   Business Administration</b></p> <p><b>Morgan State University, Baltimore, MD</b></p> |