

# JESSICA CLAIRE

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## SKILLS

- Personnel Documentation Verification
- Recruitment Documentation
- Personnel Reports Preparation
- Employee Interviews
- Processing Personnel Records Compilation
- Processing Grievance Documentation
- Company Policies and Procedures Training
- Employee Data Record Keeping
- Benefits Explanations
- Project Requirements
- Affirmative Action Compliance
- Wages and Salary
- Eligibility Requirements
- Applicant Screening
- Administering Payroll
- HR Support
- Terminal Organization
- Recruiting Processes
- Labor Relations
- Office Supplies and Inventory
- Orienting New Employees
- Screening Processes
- Job Matching
- ADP Workforce Now
- Mandatory Reporting
- Payroll Preparation
- Sorting and Delivering Mail
- Conducting Employee Orientations
- Confidential Records Management
- Employee Referral Programs
- Employee Timesheet Processing
- Workforce Planning
- HR Policies
- Providing Feedback
- Employee Surveys
- Human Resources Operations
- Shift Change Procedures
- Minute Taking
- Payroll Verification
- Compensation and Benefits Administration
- Personnel Scheduling
- Enrollment Assistance
- Company Inventory Oversight
- Resume Screening
- ID Verification
- Data Entry
- Microsoft Word
- Strong Communication and Interpersonal Skills
- Exceptional Customer Service
- Software Systems
- Customer Satisfaction
- Active Directory Software
- Vendor Contracts
- Flexible and Adaptable

## EDUCATION

Texarkana College  
Texarkana, TX  
*Continue Education Studies :*  
EKG, Billing Coding, CNA And Medical Terminology

Morgan Park High School  
Chicago, IL  
*Diploma:* Essentials

Robert Morris University - Illinois  
Chicago, IL  
*Associate Of Business Administration:* Business Management

## PROFESSIONAL SUMMARY

Well-qualified HR Assistant with proven success in improving operations and solving problems. Highly proficient in building lasting relationships with key decision makers, customers and team members to further company goals. Ready to leverage training and experience to take on new professional challenges.

## WORK HISTORY

### Ionna, L.L.C. - Human Resources Assistant Baltimore, MD • 05/2005 - Current

- Filed paperwork, sorted and delivered mail, and maintained office organization.
- Organized new employee orientation schedules for new hires.
- Delivered friendly assistance with new hires throughout interviewing and hiring process.
- Screened applicant resumes and coordinated both phone and in-person interviews.
- Created and completed personnel action forms for hires, terminations, title changes and terminations.
- Posted positions through approved recruitment channels.
- Prepared monthly, weekly and daily logs using Microsoft Office Suite.
- Answered and directed numerous outbound and inbound phone calls per day.
- Improved productivity initiatives while coordinating itineraries and scheduling appointments.
- Processed documentation for employee actions such as new hires, grievance resolutions and terminations.
- Prepared monthly termination lists to be added to permanent records.
- Set up orientations and initial training for new employees.
- Helped employees register for benefits programs using online portals.
- Recruited and screened qualified potential employees.
- Compiled employee records from individual departments to maintain central files.
- Converted employee status from temporary to permanent.

### Adyen - Recruiter Chicago, IL • 05/2004 - 08/2006

- Evaluated strengths and weaknesses of candidates through effective screening processes.
- Generated specific candidate pool for career opportunities through strategic placement of advertisements, evaluation of applicant credentials, and conducting initial interviews and pre-screening assessments.
- Operated and maintained applicant tracking and candidate management systems.
- Developed recruiting strategies to identify qualified candidates and build network.
- Leveraged social media platforms and online job boards to advertise open positions and engage with potential candidates.
- Verified applicant references and employment details.
- Facilitated new employee orientations to foster positive team attitude.
- Advised, coached and counseled managers and staff to support human resources policies, procedures, programs and labor relations.
- Completed human resource operational requirements by scheduling and assigning employees.
- Improved office efficiency by effectively managing internal communications and correspondence.
- Collected and analyzed information to monitor compliance outcomes and identify and address trends of non-compliant behavior.
- Worked alongside global business leader to deploy new training strategies.

### Infor - Consultant Greenville, SC • 06/1998 - 04/2004

- Delivered outstanding service to clients to maintain and extend relationship for future business opportunities.
- Supported clients with business analysis, documentation and data modeling.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Authored detailed work plans to meet business priorities and deadlines.
- Developed service plans in consultation with clients, and performed follow-ups assessing quantity and quality of services.
- Tracked costs and expenses to compare with original budget and identify failure points.
- Developed strategic component development plans to support future projects.
- Boosted success of client's organization by improving performance, motivation, job satisfaction, hiring practices, training programs and management systems.
- Educated staff on organizational mission and goals to help employees achieve success.

## LANGUAGES

Spanish:  
Negotiated: