

# JESSICA CLAIRE

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

## LINKS

- <https://www.linkedin.com/in/Jessica-Claire-mba-shrm-cp-a3a83290/>

## PROFESSIONAL SUMMARY

Dedicated Human Resources professional who leads with integrity and strives to serve others. Has experience working in the government consulting industry with small but quickly growing companies. Has developed and maintained Affirmative Action Plans to include training and reporting, created onboarding programs and processes, developed policies and procedures, and has implemented Human Resource Information Systems (HRIS) to streamline and automate a variety of HR processes and procedures.

## SKILLS

- Human Resources Management
- Performance Management
- Policy Management
- Maintaining Employee Records
- ADP Workforce Now
- Envoy Immigration Platform
- Benefits and Compensation Management
- Compliance Management/Reporting
- Employee Relations and Conflict Resolutions
- Employee Orientation and Onboarding
- Paychex Flex
- Deltek CostPoint

## WORK HISTORY

### **Human Resources Manager, 03/2019 - 06/2020**

Ols Hotels & Resorts – Jackson, WY

- Develop and administer various human resources plans and procedures for all company personnel.
- Plan, organize and control all activities of the department.
- Participate in developing department goals, objectives and systems.
- Develop, recommend and implement personnel policies and procedures; prepare and maintain employee handbook; perform benefits administration to include claims resolution, change reporting, approving invoices for payment, annual re-evaluation of policies for cost-effectiveness.
- Manage all human capital items including HRIS ADP system updates, maintenance, and integration as well as ensure maintenance of employee data entry and retention.
- Advise supervisors on the handling of employee relations matters, including recommending appropriate level of corrective action and coaching supervisors on preparing corrective action documentation and conducting corrective action meetings.
- Analyze employee engagement programs and engagement survey results; recommend, develop and implement programs to promote employee performance, engagement, satisfaction and retention.
- Identify organization and individual training needs; develop training materials and presentations, and organizes and conducts in-person training sessions.
- Participate in compensation and incentive compensation program development; participate in compensation workgroups; analyze compensation; monitor the performance evaluation program and revise as necessary.
- Develop and implement HR metrics to evaluate organization and Human Capital effectiveness; including metrics on turnover, training, and employee relations.
- Develop and maintain affirmative action program; file EEO-1 and VETS-4212 annually; maintain other records, reports and logs to conform to EEO regulations.
- Oversee leave administration processes to ensure compliance with FMLA and ADA.
- Evaluate reports, decisions and results of department initiatives in relation to established goals.
- Ensure compliance with all federal, state and local employment law.

### **HUMAN RESOURCES GENERALIST, 02/2018 - 08/2018**

Aeg Worldwide – El Segundo, CA

- Develop, communicate, and implement new human resource strategies, policies, and procedures.
- Create new internship program and college recruiting strategy.
- Review and enhance existing employee handbook, policies, and code of conduct.
- Facilitate employee engagement and development sessions with senior leadership.
- Establish and document consistent onboarding and offboarding procedures.
- Develop market-based compensation structure, performance evaluation, and training programs.
- Ensure compliance with federal, state, and local employment and benefits laws and regulations.

### **HUMAN RESOURCES MANAGER, 07/2014 - 02/2018**

Plexus Corp. – Chicago, IL

- Successfully executed all HR functions while company grew from 32 to 250 employees.
- Led implementation of new HRIS that met dynamic and growing organizational needs.
- Responsible for the administration, coordination and evaluation of all company human resource functions.
- Develop, recommend, and implement personnel policies and procedures; perform annual re-evaluation of policies for compliance and cost-effectiveness.
- Provide research of industry trends and make recommendations to leadership for competitive HR policies.
- Responsible for compliance with relevant federal, state and local legislation.
- Consult with legal counsel on personnel policy and compliance matters.
- Organize all department activities while setting goals and balancing competing priorities.
- Implement and facilitate performance evaluation program.
- Supervise and mentor HR department staff.
- Perform benefits administration including claims resolution, change reporting, and approving invoices for payment.
- Maintain affirmative action program, including regular reporting and feedback to leadership.
- Develop and coordinate all onboarding and offboarding procedures.
- Communicate directly with department managers to coach them through personnel responsibilities.
- Manage corporate communication projects to include employee emails and newsletters.

### **HUMAN RESOURCES INTERN, 03/2014 - 07/2014**

Albany International Corporation – Asc - Rochester Nh-00075, NH

- Assist HR Senior Manager and Recruiter with daily HR activities
- Search and disposition candidates for high-volume entry-level position in Compliance via Taleo
- Manage candidate assessment process
- Digitize and Catalog all paper employee files for Kroll business units, roughly 500 files
- Inventory Employer investigation files for legal, roughly 250 files
- Meet weekly with HR Senior Manager for review/ HR education

## EDUCATION

### **MBA: HUMAN RESOURCE MANAGEMENT**

UNIVERSITY oF PHOENIX - Washington, D.C.

### **BBA: HUMAN RESOURCE MANAGEMENT**

STRAYER UNIVERSITY - Ashburn, VA

- Graduated cum laude
- Member of Alpha Sigma Lambda National Honor Society

## CERTIFICATIONS

- SHRM Certified Professional (SHRM-CP)

## ACCOMPLISHMENTS

ERPi Employee of the Year - December 2016

Teamwork Award - December 2019 - Part of the HR team who won the company value of Teamwork award for 2019