

Jessica Claire

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Professional Summary

Conscientious and compassionate human resources professional with drive for helping employers recruit, develop and retain qualified candidates. Skilled at partnering with management teams to build employee-centric cultures promoting positive morale and optimizing productivity. Motivating and positive with excellent interpersonal, coaching and communication skills. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Skills

- Payroll coordination
- Labor negotiations
- Compensation and benefits
- Succession planning
- Recruitment
- Personnel Recruitment
- Compensation Structuring
- Company Organization
- Benefits and Compensation Management
- Conflict Resolution
- Benefits administration
- Recordkeeping
- File and records management

Work History

- 01/2022 to Current

Human Resources Manager

Crenlo – Rochester, MN

 - Processed employee claims involving performance issues and harassment.
 - Implemented performance reviews and motivational strategies to elevate HR team results.
 - Motivated employees through special events and incentive programs.
 - Collaborated with legal and compliance teams to review paperwork, obtain feedback and procure available information for new training processes.
 - Liaised between multiple business divisions to improve communications.
 - Initiated and maintained workers compensation cases for tracking, reporting and legal mechanics.
 - Maintained human resources regulatory compliance with local, state and federal laws.
 - Maintained payroll and benefits for employees in various locations, minimizing financial discrepancies through detailed program management.
 - Provided resolution to complex and confidential issues.
 - Promoted employee engagement with organizational objectives during new employee orientations and industry conventions.
 - Created and implemented forward-thinking initiatives to improve employee engagement.
 - Briefed new hires on essential job information, such as company policies, employment benefits and job duties.
 - Retained 100% protocol on management tools and procedural accuracy.
 - Worked with managers to achieve compliance with organizational policies, providing clarifying information and recommending necessary changes.

03/2015 to 01/2016

Administrative Assistant

Imagine One – Lexington Park, MD

- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Executed record filing system to improve document organization and management.
- Screened visitors and issued badges to maintain safety and security.
- Managed relational database to store information for reference, reporting and analysis.
- Generated reports and typed letters in Word and prepared PowerPoint presentations.
- Received and sorted incoming mail and packages to record, dispatch or distribute to correct recipient.
- Interacted with vendors to purchase and set up equipment and services.

02/1985 to 02/2015

General Manager

Ceva Logistics U.S., Inc. – Aguadilla, PR

- Drove year-over-year business growth while leading operations, strategic vision and long-range planning.
- Prepared annual budgets with controls to prevent overages.
- Reduced costs, managed delivery schedules and performed risk analysis to improve overall profitability.
- Utilized enterprise risk management software to improve operational insight and planning.
- Maximized operational excellence mentoring personnel on management principles, industry practices and company procedures.
- Implemented operational strategies and effectively built customer and employee loyalty.
- Designed modern employee recognition program which boosted productivity and improved morale.
- Performed statistical analyses to gather data for operational and forecast team needs.
- Introduced new methods, practices and systems to reduce turnaround time.
- Enhanced operational efficiency and productivity by managing budgets, accounts and costs.
- Developed and maintained relationships with customers and suppliers through account development.
- Assessed reports to evaluate performance, develop targeted improvements and implement changes.
- Provided thoughtful guidance to personnel in navigating and resolving snags in productivity.
- Boosted productivity consolidating material planning, data collection, payroll and accounting programs into one system.
- Developed effective business plans to align strategic decisions with long-term objectives.
- Delivered business strategy and developed systems and procedures to improve operational quality and team efficiency.
- Managed budget implementations, employee evaluations and contract details.
- Reduced process bottlenecks by training and coaching employees on practices, procedures and performance strategies.
- Evaluated suppliers to maintain cost controls and improve operations.
- Identified trends in customer marketplaces to develop valuable solutions.

Education

- 06/1984

High School Diploma

Marysville Pilchuck High School - Marysville, WA