

# JESSICA CLAIRE

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

## Professional Summary

Experienced professional with over sixteen years of comprehensive human resource experience. Works well under pressure while remaining detail oriented and organized. High energy professional with demonstrated strengths in operational oversight and optimization. Goal driven and enjoys tackling a variety of challenges, known for the ability and willingness to manage multiple projects in a fast paced environment requiring cross-functional collaboration.

## Skills

- QuickBooks
- Training and Development
- Experience with ADP
- Microsoft Office Suite Programs
- Experience with Adobe Acrobat
- FMLA/WAFMLA Knowledge
- Personnel records maintenance
- Understanding of HR policies
- Administrative skills
- Kronos
- Workday
- HRIS Systems
- Employee Relations
- Human Resources Policies
- New Hire Orientation
- Office Procedures
- Managing Files And Records
- Problem Solving Skills
- Safety Meetings
- Experience with Labor & Industries
- Administration
- Human Resources
- Full Cycle Recruiting

## Work History

**Leave Specialist Human Resources - Temporary**, 05/2021 to Current

**Fred Hutch Cancer Research Center** – City, STATE

- Responds to inquiries from employees and supervisors requiring application of organizational policies and practices regarding eligibility, definition, paid/unpaid status, and continuation of benefits, accommodation, and return-to-work relating to leaves of absence for faculty, general staff, and University of Washington Physicians.
- Maintains leave request inbox, leave-related documents, files, and tracking records for internal/external audits and inquiries.
- Counsels employees and managers concerning leave rights and responsibilities and guides managers through leave-in interpretation of legal parameters of applicable federal, state, and local laws.
- Works independently with a high volume of inquiry.
- Routinely assists and supports fellow HR team members.
- Maintained scheduled Microsoft Teams meeting with multiple complex calendars.
- Provided excellent service and attention to customers when face-to-face or through phone conversations

**General Manager**, 02/2009 to 02/2021

**Jaspar Holdings, Inc.** – City, STATE

- Monitored and evaluated personnel performance to complete annual reviews, recommend advancement or address productivity concerns.
- Managed escalated phone calls by applying conflict resolution skills and extensive knowledge of casino and card room policies.
- Recruited, hired, trained staff of over eighty employees to develop a productive team with excellent customer service knowledge.
- Monitored and handled all employee claims, including performance-based and harassment incidents.
- Devised hiring and recruitment policies for 80+ employee companies.
- Streamlined HR efficiencies, coordinated new hire orientations, and provided onboarding and training.
- Reduced workers' compensation claims by instituting an updated Covid-19 safety training program.
- Maintained company compliance with all local, state, and federal laws, in addition to establishing organizational standards.
- Developed employee handbook, detailed job descriptions and workflow plans to formalize operational systems and procedures
- Created and maintained company organizational chart
- Assisted with financial reconciliation and bank deposits.
- Maintained company inspections and audits.

**Flip Kids & Maternity**, 06/2014 to 07/2016

**Owner** – City, STATE

- Created, Owned, and Operated local Kids Consignment store
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Increased sales by offering advice on purchases and promoting additional products.
- Oversaw employee performance, corrected problems,, and increased efficiency to maintain productivity targets.
- Controlled store inventory and reviewed cash handling and operations reports.
- Recruited, hired,, and trained 6 associates to develop a productive team with excellent product knowledge.
- Exceeded customer satisfaction by finding creative solutions to problems
- Improved profit margins by streamlining operations and workflow
- Juggled multiple projects and tasks to ensure high quality and timely delivery

## Education

**Bachelor of Science: Business Administration And Management**, 06/2023

**Whatcom Community College** - Bellingham, WA

**Certificate in Human Resources**: 09/2021

**Western Washington University** - Bellingham, WA

This 24 credit certificate program prepares students for the core content areas designated by the Society for Human Resource Management.

Enrolled for SHRM Testing Dec 1, 2021.

Enrolled for SPHR Test September 20th, 2021.

**Associate of Arts: General Studies With Business Administration**, 06/2021

**Whatcom Community College** - Bellingham, WA

## Certifications

CLMS Leave Specialist Certificate 2021

Quickbooks Certificate Whatcom Community College 2019