

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Accomplished personnel engagement professional with strong background supporting building and retention of talented teams. Skilled in tackling personnel grievances and conflicts, working with management in attainment of challenging objectives.

SKILLS

- Work Complaint Handling
- Policy Interpretation
- Management Consulting
- In-Person and Telephone Interviewing
- Employee Orientation
- Performance Appraisal
- Applicant Qualification
- Candidate Searching
- Human Resources Management Systems
- Employee Relations
- Recruitment Management
- Leave of Absence Transitions
- New Hire Onboarding

WORK HISTORY

- 10/2007 to 05/2010 **Human Resources Generalist**
Airgas Inc – Greenwood, MS
- Developed and enforced company policy and procedures relating to human resources activity.
 - Explained and administered medical insurance, disability and flexible spending accounts.
 - Met with staff to resolve difficult situations related to performance and conflict management.
 - Improved quality of hiring decisions by working with hiring managers on new comprehensive employment selection processes.
 - Prepared and submitted organization's Affirmative Action Plan and EEO report.
 - Processed unemployment claims and acted as company representative at unemployment hearings.
 - Coached managers through employee engagement, documentation, discipline and performance improvement plans.
 - Conducted salary survey research for both exempt and non-exempt positions.
 - Facilitated criminal background check process for new hires.
 - Understood, interpreted and mediated human resources inquiries to support administration of human resources policies, procedures and programs.
 - Provided guidance to managers and employees on talent management, payroll, FMLA, and benefits.
 - Verified that vendors received timely enrollment information, changes and terminations.
 - Collaborated with payroll to complete and upload pay data and worked with managers to support proper wage and hour compliance.
 - Conducted career fairs, screened resumes, and interviewed applicants to build candidate pipelines and enhance company culture.
 - Managed employee rewards programs.
- 06/2005 to 05/2006 **Recruiter**
Docgo Inc. – Columbus, OH
- Followed up with notable applicants sourced via industry-specific pipelines, events and job fairs.
 - Generated specific candidate pool for career opportunities through strategic placement of advertisements, evaluation of applicant credentials, and conducting initial interviews and pre-screening assessments.
 - Leveraged social media platforms and online job boards to advertise open positions and engage with potential candidates.
 - Developed and deepened relationships with college campus representatives to meet with graduating seniors for recruitment.
 - Maintained filing system of current, prospective and future positions.
 - Compiled and produced qualified candidates' information for hiring manager review and liaised between parties to coordinate formal, management interviews.
 - Facilitated new employee orientations to foster positive team attitude.
 - Tracked candidates and pushed for feedback on disqualifications, time-to-fill statistics and other variables.
 - Evaluated strengths and weaknesses of candidates through effective screening processes.
 - Verified applicant references and employment details.
 - Operated and maintained applicant tracking and candidate management systems.
- 02/2000 to 02/2001 **On Site Manager**
Brambles – Portland, OR
- Supervised and performed human resource management functions for 10 subordinates.
 - Managed quality programs to reduce overdue compliance activities.
 - Supervised site investigations, reported issues and escalated those that required further assistance.
 - Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
 - Maintained professional demeanor by staying calm when addressing unhappy or angry customers.
 - Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- 10/1998 to 02/2000 **Human Resources Specialist**
Brewer Science – Springfield, MO
- Liaised between management and employees to deliver conflict resolution, alleviate problems and interpret compensation and benefits policies.
 - Oversaw and managed hiring process and assisted human resources.
 - Planned and managed recruitment activities for new hires using strategic personnel, staffing and position management practices.
 - Advocated for staff members and counsel supervisors to identify and resolve conflicts.
 - Launched company-wide HR strategies, practices and benefits and compensation policies to drive departmental and business objectives.
 - Provided troubleshooting and technical assistance in use of PeopleAdmin system.
 - Delivered consultative services and recruited qualified and diversified candidates for employment.
 - Conserved time and improved workflows by handling special projects and emergency solutions.
 - Improved customer service rankings by quickly resolving issues to improve overall satisfaction.
 - Reviewed and screened applicant resumes to identify qualified candidates.

EDUCATION

- 05/1998 **Bachelor of Science: Business Administration**
Missouri Western State University - Saint Joseph, MO