

JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

SKILLS

- Conflict Resolution
- Policy Improvement Recommendations
- Relationship Building
- Recruiting and Interviewing
- Health and Safety Programs
- Regulatory Compliance
- Employee Relations Oversight
- Advising Department Managers
- Hiring and Firing
- Accident Investigation
- Organizational Development
- ADP Workforce Now
- Onboarding, Training and Development

EDUCATION

Towson University
Towson, MD • 12/1996

Bachelor of Science:
Communications

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. Well-versed in explaining benefits packages to assist employee comprehension and decision-making. Builds rapport at all levels and resolves issues professionally.

WORK HISTORY

Plexus Corp. - Human Resources Manager
Myrtle Point, OR • 02/2018 - Current

- Implemented performance review and motivational strategies to elevate HR team results.
- Monitored and handled employee claims involving performance-based and harassment incidents.
- Motivated employees through special events, incentive programs and constructive feedback.
- Devised hiring and recruitment policies for 65-employee company.
- 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.
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for [Number] new employees.
- Maintained payroll and benefits for employees in various locations and diminished financial discrepancies through expert program management.
- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.
- Initiated and maintained workers compensation cases for tracking, reporting and legal mechanics.
- Coordinated with senior leadership and handled managerial needs by implementing fresh solutions into business strategies.
- Boosted customer satisfaction ratings by enabling staff to implement speedy resolutions for diverse issues through robust internal knowledgebase and industry-leading training.
- Collaborated with senior management and performed benefits analysis, corrective action planning and big-picture data capturing.
- Organized and led staff orientation programs and training to promote collaboration.
- Maintained company compliance with local, state and federal laws, in addition to established organizational standards.
- Enhanced team workflows and employee job satisfaction by coordinating communication between managers and employees.
- Educated management on successful policy implementation and enforcement actions to prevent employee legal entanglements.
- Updated training processes by reviewing existing documentation, leveraging feedback from associates, and working with legal and compliance teams.
- Forecasted expected personnel demands and developed forward-thinking approaches to achieve objectives.
- Accurately prepared weekly payroll and tracking data using ADP Workforce Now system.
- Worked with managers to achieve compliance with organizational policies, providing clarifying information and recommending necessary changes.
- Provided resolution to complex and confidential issues.
- Instructed senior leaders on appropriate employee corrective steps.
- Reduced workers' compensation claims by instituting corporate safety training program.
- Recruited top talent to maximize profitability.

Plexus Corp. - Human Resources Manager
Chicago, IL • 01/2013 - 08/2016

- Implemented performance review and motivational strategies to elevate HR team results.
- Monitored and handled employee claims involving performance-based and harassment incidents.
- Motivated employees through special events, incentive programs and constructive feedback.
- Devised hiring and recruitment policies for 450
- =-employee company.
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for new employees.
- Liaised between multiple business divisions to improve communications.
- Recruited top talent to maximize profitability.
- Facilitated communication and coordination between employees and management to keep parties informed.
- Streamlined complaint response management by providing guidance on policies and ensuring appropriate and accurate investigation processes.
- Maintained optimal staffing levels by tracking vacancies and initiating recruitment and interview processes to identify qualified candidates.
- Promoted employee buy-in of organizational objectives by conducting orientations of new team members and regular town hall meetings for established employees.
- Provided guidance on policies and procedures to harmonize responses, provide appropriate investigation actions and reach resolution of grievances.
- Automated office operations while managing client correspondence, record tracking and data communications.

Aeg Worldwide - Human Resources Generalist
Boston, MA • 08/1999 - 05/2009

- Updated key human resource metrics on turnover and terminations using reporting tools on HRMS database.
- Developed and enforced company policy and procedures relating to human resources activity.
- Processed unemployment claims and acted as company representative at unemployment hearings.
- Provided guidance to managers and employees on talent management, payroll, FMLA, and benefits.
- Facilitated initiative to address disparities in hiring racial and ethnic minority applicants.
- Understood, interpreted and mediated human resources inquiries to support administration of human resources policies, procedures and programs.
- Implemented and supervised orientation procedures for new hires.
- Improved quality of hiring decisions by working with hiring managers on new comprehensive employment selection processes.
- Conducted career fairs, screened resumes, and interviewed applicants to build candidate pipelines and enhance company culture.
- Coached and educated management throughout organization on appropriate guidelines for maintaining legally-compliant workplace.
- Conducted confidential investigations of discrimination, harassment and workplace violence.
- Prepared and submitted organization's Affirmative Action Plan and EEO report.
- Met with staff to resolve difficult situations related to performance and conflict management.
- Coached managers through employee engagement, documentation, discipline and performance improvement plans.
- Explained and administered medical insurance, disability and flexible spending accounts.
- Developed and built internal and external relationships with project teams, department managers and consultant teams to improve delivery of HR services.
- Delivered strategic workforce planning, benefits administration, labor relations, succession planning and reporting systems.