

# JESSICA CLAIRE

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## SUMMARY

Logical and insightful HR Generalist with 9 years of experience in leading teams. Proficient in creating, deploying and enforcing procedures, policies, regulations and programs. Driven to maximize performance, workloads, initiative and cost reduction measures. Committed to guiding HR programs focused on propelling business to peak performance. I am a Systematic Project Manager with more than 7 years working in cross-functional environments. Bringing exceptional written and oral communication skills paired with expertise in financial analysis and project coordination. Dedicated to offering locally relevant oversight and management techniques.

## SKILLS

- Regulatory compliance
- Cost reductions
- Interviewing expertise
- Affirmative action
- Personnel engagement
- Performance optimization
- Capability and scalability planning
- Data extraction
- Project documentation
- Information security
- Hiring and retention
- Compensation/payroll
- Personnel records maintenance
- Mediation expertise
- Affirmative Action compliance
- Understanding of HR policies
- Assessing performance
- New hire orientation
- Labor agreements
- Planning
- Workforce training
- Project development and lifecycle
- Work flow planning
- Systems implementation
- Purchasing and procurement
- Performance improvements
- Multi-unit operations management
- Cost reduction and containment
- Risk management
- Account development and networking
- Budgeting and forecasting
- Building codes and regulations
- Client relations

## EXPERIENCE

### 09/XXX0 to Current Human Resources Generalist

**McLane Company, Inc.** – Corpus Christi, TX

- Maintained records of payroll forms, leave notifications, employee files, benefits information and workers' compensation files.
- Conducted background checks, reference checks and employment verification.
- Facilitated delivery of HR services by establishing and maintaining positive relationships with teams and leadership across organization.
- Built strong community relations with subcontractors and vendors to optimize cost savings and complete timely preconstruction.
- Created project plans with established timelines for integral phases, assigned to appropriate teams, managed workflow and achieved RFP submissions and completion deadlines on or before schedule.
- Made changes to project scope and cost and implemented most effective change management processes to keep project up-to-date.
- Led subcontractor meetings to convey project requirements, scope, milestones and regulatory compliance.
- Collaborated with recruitment and HR professional to achieve hiring goals.
- Reviewed referral candidates and contacted qualified individuals to request applications.
- Planned and executed recruitment events to bring in area candidates.
- Trained and mentored newer recruiters in successful strategies for interviewing and qualifying candidates.

### 12/2018 to 06/XXX0 Business Development Manager

**Excelitas Technologies** – Billerica, MA

- Contacted potential customers via telephone and email.
- Determined business development opportunities and implemented effective strategy for client acquisition.
- Attended conferences and trade association meetings to represent company and promote products.
- Brought projects in on-time and in accordance with budget and quality standards.
- Handled continuous project monitoring and management by developing forecasts, tracking expenses and approving payments.
- Built strong community relations with subcontractors and vendors to optimize cost savings and complete timely preconstruction.
- Forecasted, scheduled and monitored project timelines, personnel performance and cost efficiency.
- Created project plans with established timelines for integral phases, assigned to appropriate teams, managed workflow and achieved RFP submissions and completion deadlines on or before schedule.
- Made changes to project scope and cost and implemented most effective change management processes to keep project up-to-date.

### 01/2016 to 12/2018 Operations Manager

**Johnson Controls, Inc.** – Lake Zurich, IL

- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Managed company operations with responsibility for profit and loss, scheduling, training and inventory control.
- Implemented policies and standard operating procedures and managed quality, customer service and logistics.
- Delegated work to staff, setting priorities and goals.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Oversaw efficient receiving and inventory management to keep stock within optimal levels.
- Coordinated maintenance on physical condition of warehouse and equipment, routinely assessing each for needed repairs, updates or replacements.
- Coached staff on strategies to enhance performance and improve customer relations.
- Maximized warehouse efficiency by dispatching crews and coordinating optimal daily schedules.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Addressed internal and customer-related issues each day and affected strategic resolutions.

### 01/2013 to 11/2015 Human Resources Manager

**Butterfly Effects** – Calabasas, CA

- Advised leadership on vacation and sick time, benefits, job services and employment discrepancies.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Provided HR consultation services to leadership and department heads.
- Communicated duties, compensation, benefits and working conditions to potential candidates, enabling solid understanding of job expectations.
- Brought in well-qualified, multifaced job candidates to fill open positions.
- Contacted job applicants to inform of application status.
- Onboarded new employees in time reporting and payroll systems.
- Processed rehires, transfers, terminations, garnishments and withholdings.
- Corrected payroll transactions by voiding checks and issuing stop payment orders.
- Enforced established payroll-related policies, procedures and regulations and adherence to company and governmental policies.

## EDUCATION AND TRAINING

### 02/XXX1 Certification: Scrum Master

**Uta**

- Completed professional development in scrum master
- 4.00 GPA

### 05/2014 Bachelor of Arts: Human Resources Management

**University of Ghana** - Ghana

- Completed professional development in project management
- Major in Human resources
- 3.9 GPA
- Ranked in Top 5% of class

### Certification: Linux Administration

**Uta** - Texas City, TX

## LANGUAGES

**Igbo:**

**Negotiated:**

**French:**

**Negotiated:**

## ACCOMPLISHMENTS

- Created a rewards and incentive program that was cited as the driving force behind branch employee retention rate of 80%.
- Introduced the first passive Open Enrollment process.
- Improved customer satisfaction ratings by 90% by implementing a new user-friendly interface.
- Recognized as Employee of the year 2019 for outstanding performance and team contributions.

## CERTIFICATIONS

- Association for Project Management (CCM)