

JESSICA CLAIRE

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SKILLS

- Risk Management
- Conflict Resolution
- Training and Development
- Regulatory Compliance and Policy Enforcement
- Performance Management
- Payroll administration
- Benefits and Compensation
- Staffing and recruiting professional
- Leadership development
- Training development
- Human resources operations
- Employee engagement
- Compliance
- Personnel information systems
- Benefits administration
- Employee relations

EDUCATION AND TRAINING

CENTRAL MISSOURI STATE UNIVERSITY
Warrensburg, MO • 1990

B.S: Education

SUMMARY

Seasoned, employee-oriented, and performance-focused professional with extensive experience in all facets of the recruitment process; coupled with well-honed staff leadership and training capabilities in motivating employees to achieve and exceed organizational goals. Expert at evaluating employees' performance, executing succession initiatives, and introducing training programs to optimize organizational efficiency. Known for excellent interpersonal and communication aptitudes essential in establishing productive relationships with all individuals.

EXPERIENCE

City Of Lafayette Co - Human Resources Director
Lafayette, CO • 08/2010 - 12/2020

- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Complied with local, state and federal laws and established organizational standards.
- Created and implemented incentive program for hiring and retaining of employees.
- Devised training programs for new and existing employees.
- Created succession plans and promotion paths for staff to boost passion for reaching goals and objectives of organization.
- Created compensation and benefits structures to align with market conditions and budget demands.
- Identified staffing and recruiting needs while applying best practices for talent management.
- Monitored organizational compliance with federal, state and local policies and regulations.
- Oversaw issuance of compensation, benefits and leave.
- Maintained knowledge of regulatory changes, new trends and employment laws.
- Prepared and administered annual department budget.
- Facilitated professional development and certification activities for staff.
- Initiated employee evaluation process and recommended policy changes to help staff progress toward desired readiness goals.
- Decreased workers' compensation claims by working closely with employees to promote safety.
- Advised management in development of staffing equity plans.
- Negotiated collective bargaining agreements with labor unions.
- Handled employee conflicts efficiently while following all company procedures.
- Worked with department managers to assess needs.
- Conducted training for managers and supervisors in conflict resolution and employee management skills.
- Supervised employee hiring, selection and disciplining procedures.
- Mitigated audit risk by optimizing compliance tools, identifying deficiencies and implementing corrective actions.
- Launched EEOC and Affirmative Action investigations and resolved employee complaints.

Jones Lange Lasalle Inc. - Learning and Development Manager
San Diego, CA • 01/2005 - 07/2010

- Develop, implement, and monitor training programs within an organization.
- Supervise technical training for staff.
- Conduct orientation sessions.
- Create brochures and training materials.
- Develop multimedia visual aids and presentations.
- Create testing and evaluation processes.
- Prepare and implement training budget.
- Evaluate instructor performance and the effectiveness of training programs, providing recommendations for improvement.
- Analyze training needs to develop new training programs or modify and improve existing programs.
- Conduct or arrange for ongoing technical training and personal development classes for staff members.
- Plan, develop, and provide training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops.
- Conduct orientation sessions and arrange on-the-job training for new hires.
- Confer with management and conduct surveys to identify training needs based on projected production processes, changes, and other factors.
- Train instructors and supervisors in techniques and skills for training and dealing with employees.
- Develop and organize training manuals, multimedia visual aids, and other educational materials.
- Develop testing and evaluation procedures.
- Identify staff vacancies and recruit, interview and select applicants.
- Conduct exit interviews to identify reasons for employee termination.
- Create testing and evaluation procedures to assess performance before, during and after training sessions.
- Designed training modules implementing strategic business practices and organizational behavior training concepts.
- Led training classes and recorded instruction for later use.
- Facilitated new hire on-boarding program by scheduling training initiatives, resolving issues and processing paperwork.
- Managed training calendar for entire fiscal year, including setting course plans, training spaces and department rotations.

Central States Manufacturing - Training and Development Manager
Mount Airy, NC • 05/1992 - 07/2000

- Prepare training budget for department or organization.
- Evaluate instructor performance and the effectiveness of training programs, providing recommendations for improvement.
- Analyze training needs to develop new training programs or modify and improve existing programs.
- Conduct or arrange for ongoing technical training and personal development classes for staff members.
- Plan, develop, and provide training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops.
- Conduct orientation sessions and arrange on-the-job training for new hires.
- Train instructors and supervisors in techniques and skills for training and dealing with employees.
- Develop and organize training manuals, multimedia visual aids, and other educational materials.
- Develop testing and evaluation procedures.
- Review and evaluate training and apprenticeship programs for compliance with government standards.
- Coordinate established courses with technical and professional courses provided by community schools and designate training procedures.

ACTIVITIES AND HONORS