

Jessica Claire

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SUMMARY

Performance-oriented [Job Title] bringing [Number] years of related experience and proven skills in facilitating [Result] and [Result]. Diplomatic in building consensus and driving competitive growth with high-quality candidates. Excellent negotiation, planning and program management abilities. Results-driven [Job Title] leverages people and best practices to create accountable performance. Change agent with history of driving continuous performance improvements. Develops and executes strategies to attract, develop, engage and retain strong and diverse talent.

SKILLS

- Compliance
- Employee engagement
- Personnel information systems
- Staff compensation
- Benefits programs
- Staffing and recruiting professional
- Recruitment and hiring

EXPERIENCE

HUMAN RESOURCES MANAGER 05/2009 to 09/2020

Plexus Corp. | Appleton, WI

- Held exit interviews and documented information discussed with employees.
- Worked with senior-level management to create fair and consistent HR policies and procedures.
- Advised leadership on HR-related issues, including vacation and sick time, benefits, job services and employment discrepancies.
- Executed strong negotiation skills to see both sides and worked to reach agreements to satisfy both parties.
- Initiated employee evaluation process and recommended policy changes to help staff progress toward desired readiness goals.
- Identified staff vacancies and recruited, interviewed and selected best applicants.
- Created and implemented exit and interview program process.
- Established measures to promote diversity and drive equal access to opportunity and advancement.
- Achieved desired work environment and performance by proactively advising and guiding [Number] employees on best practices and overseeing HR training.
- Strengthened and enhanced processes for managing complaints by leading thorough investigations into incidents and concerns.

ADMINISTRATIVE SPECIALIST 09/1993 to 12/2009

Oakleaf Village Of Raleigh | Columbus, OH

- Assisted production and distribution of memos, newsletters, email updates and other forms of communication.
- Created and revised systems and procedures by analyzing operating practices, recordkeeping systems, office layout and budgetary requirements.
- Strengthened traceability by developing organization systems for contracts, records, reports and agendas.
- Guided administrative and professional staff through computer and software problems.
- Tracked and submitted employee timesheets to accounting department for payroll processing.
- Coordinated employee recruitment, performance evaluation and termination activities.
- Automated office operations by managing internal and external customer correspondence, record tracking and data communications.
- Managed phone calls from clients during [Job title]'s absences and delivered informative answers to questions.
- Organized training, client meetings, team meetings and events.
- Answered and routed telephone calls and took messages.
- Set up and maintained physical and electronic filing systems to maintain organizational efficiency.
- Provided top quality control, eliminating downtime to maximize revenue.
- Managed calendar of [Number] senior managers daily.
- Assisted with corporate rollout of merit planning tool, aiding in design and development processes.
- Arranged domestic and international travel, hotel and transportation needs for staff.
- Liaised between internal and external stakeholders to provide updated project status and performance reports.
- Sorted and distributed business correspondence to correct department or staff member, reducing dropped communications and enabling faster responses to key requests.
- Handled management of communication to executives by taking and making telephone calls, reviewing and prioritizing mail and composing and typing correspondence.
- Set travel arrangements and gathered documents for management and executive staff meetings and trips.
- Prepared packages for shipment by generating invoices and setting up courier deliveries.
- Managed scheduling for staff, monitoring resource allocation to provide optimal coverage and service.
- Coordinated project materials by managing physical and digital files, monitoring spreadsheets and updating reports.
- Processed incoming mail and packages and placed envelopes in bins to be dispersed to personnel in [Type] and [Type] departments.
- Entered invoice data into company database and updated details, including customer contacts and delivery dates to keep information current.
- Oversaw office inventory by restocking supplies and submitting purchase orders.

ADMINISTRATIVE SPECIALIST 12/2006 to 04/2009

Puget Sound Energy | Goldendale, WA

- Assisted production and distribution of memos, newsletters, email updates and other forms of communication.
- Conducted research using various media sources to obtain relevant data for staff requirements.
- Created and revised systems and procedures by analyzing operating practices, recordkeeping systems, office layout and budgetary requirements.
- Guided administrative and professional staff through computer and software problems.
- Tracked and submitted employee timesheets to accounting department for payroll processing.
- Coordinated employee recruitment, performance evaluation and termination activities.
- Managed phone calls from clients during [Job title]'s absences and delivered informative answers to questions.
- Organized training, client meetings, team meetings and events.
- Answered and routed telephone calls and took messages.
- Sorted and distributed business correspondence to correct department or staff member, reducing dropped communications and enabling faster responses to key requests.
- Handled management of communication to executives by taking and making telephone calls, reviewing and prioritizing mail and composing and typing correspondence.
- Directed customer communication to appropriate department personnel and offered information to resolve inquiries, boosting customer satisfaction.
- Maintained office safety by screening visitors, updating logs and issuing temporary passes.
- Coordinated project materials by managing physical and digital files, monitoring spreadsheets and updating reports.

EDUCATION AND TRAINING

Associate of Science | Business 08/1993 Piedmont Technical College, Greenwood, SC

ACTIVITIES AND HONORS

- Employee of the Year
- Notary Public
- Church Finance Director