

JESSICA CLAIRE

100 Montgomery St. 10th Floor • (555) 432-1000 • resumesample@example.com

Summary

Human Resources Assistant with passion for performing support duties and process work within HR department. Skilled at multitasking, handling appointments, organizing and preparing reports and logs. Follows procedures and applies HR knowledge to accomplish tasks and duties.

Skills

- Hiring and Retention
- Personnel Records Maintenance
- Affirmative Action Compliance
- Company Policies and Procedures Training
- Staffing Documentation Maintenance
- Work Planning and Organization
- Employee Interviews
- Recruitment Documentation
- Problem Solving
- Employee Data Record Keeping
- Onboarding and Training
- Problem-Solving
- Critical Thinking
- Verbal and Written Communication
- Microsoft Office
- Time Management
- Understanding of HR Policies
- Administrative Skills
- Compliance Reporting
- Human Resources Operations
- Applicant Tracking Systems ATS
- Staff Development
- Reporting Requirements
- Corporate Compliance
- Coordinating Training Materials
- ADP Workforce Now
- Termination Procedures
- Data Entry
- Human Resource Information System HRIS
- Eligibility Requirements
- Staff Management
- Office Administration
- Employee Surveys
- Job Analysis
- Human Resources Standards
- Workforce Planning
- Office Organization
- Human Resources Management System HRMS
- Employee Counseling and Support
- Daily Operations Management
- Assessing Performance
- Word Processing
- New Hire Orientation
- Generating Reports
- Performance Evaluations
- Explanation of Benefits
- Processing Personnel Records Compilation
- I-9 Documentation
- Garnishment Processing
- Payroll Policies and Procedures
- Time Tracking and Review
- Wages and Deduction Calculation
- Automated and Manual Check Processing
- Kronos Workforce Payroll
- Employment Verification

Experience

Human Resources Assistant, 01/2022 to Current

Leidos – Hendersonville, TN

- Guided employees through automated self-service platform for real-time attendance tracking and queries.
- Posted job announcements and pre-screened applicants to candidates for available positions.
- Assisted with planning, organizing and coordinating company events.
- Developed and maintained training materials and benefits packets for new hires.
- Initialized background checks for potential new hires.
- Guided new hires through orientation and onboarding and explained documentation requirements to facilitate HR process.
- Worked with HR department to devise and update policies as needed for corporate accountability and workplace health.
- Created and maintained internal job descriptions and postings to accurately reflect roles.
- Processed, verified and maintained personnel-related documentation.
- Processed paperwork related to grievances, performance evaluations, classifications and employee leaves of absence.
- Managed weekly payroll duties and submitted data to payroll contractor.
- Protected payroll operations and maintained employee confidence by keeping information private.
- Gathered timesheets to prepare weekly payroll data for processing by payroll coordinator.
- Organized and maintained payroll information by entering data, deleting errors, calculating and collecting information.
- Identified, researched and resolved issues with hours worked.
- Enforced payroll-related policies, procedures and regulations to adhere to changing company and governmental standards.

Department Coordinator, 01/2018 to 01/2022

Richmond American Homes – Chambersburg, PA

- Enforced safety rules and other policies to protect employees and minimize company liability.
- Kept department on-target to meet sales and profit objectives by minimizing waste and pursuing revenue generation opportunities.
- Grew department's team and technical capabilities with hiring and training of talented individuals.
- Consulted with managers to resolve problems relating to employee performance, office equipment and work schedules.
- Recruited, interviewed and selected employees to fill vacant roles.
- Performed opening and closing duties as part of management team and handled cash management.
- Cultivated talented team of departmental employees through outstanding mentoring, coaching and teaching skills.
- Modeled supportive leadership qualities, motivating staff to achieve department goals and promote staff participation and team building.
- Followed safety protocols and company processes and procedures.
- Delegated work to staff, setting priorities and goals.

Market Operations Manager, 07/2015 to 01/2018

C2fo Limited – Parkville, MO

- Delegated work to staff, setting priorities and goals.
- Formed and sustained strategic relationships with clients.
- Monitored inventory levels and placed new orders for merchandise to keep supply well-stocked.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Appraised inventory levels on frequent basis, ordering new merchandise to keep quantities well-stocked.
- Used strong issue resolution and communication skills to cultivate and strengthen lasting client relationships.
- Coordinated and directed activities of businesses or departments concerning production, pricing and sales.
- Mitigated business risks by working closely with staff members and assessing performance.
- Reviewed financial statements and sales or activity reports to measure productivity or goal achievement.
- Structured HR consulting services to support clients during organizational developments and changes.
- Forecasted customer demand to set prices or credit terms for goods or services.
- Prepared staff work schedules and assigned team members to specific duties.

Customer Service Coordinator, 04/2014 to 07/2015

Bradford Soapworks – West Warwick, RI

- Created call sequencing flow charts to optimize center performance.
- Worked with sales teams to understand processes and enhance after-sales support.
- Developed and implemented strategies retain customers and drive loyalty.
- Maximized revenue by proactively building and managing key customer relationships.
- Established quality standards for service team members and evaluated progress.
- Researched resolutions, contacted necessary departments and responded to customer by phone, mail or fax as follow-up.
- Reconciled accounts, posted daily entries and conducted financial analysis.
- Consulted with customers regarding needs and addressed concerns.
- Interacted with customers to provide and process information in response to inquiries, concerns and requests about services and products.
- Oversaw logistics for customer deliveries.
- Collaborated with leadership teams to evaluate previous actions and adjust procedures for handling future issues.
- Processed customer account changes with proprietary software.

Education and Training

Associate of Science: 04/2022

Ultimate Medical Academy - Clearwater - Clearwater, FL

Associate of Arts: 05/2017

Strayer University - Richmond, VA

High School Diploma: 06/2015

Highland Springs High School - Highland Springs, VA