

# JESSICA CLAIRE

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## Professional Summary

SHRM-CP Certified Human Resources professional with years of professional experience in a broad range of human resource functions while serving as the on-site HR specialist for hundreds of employees across the Commonwealth. Supports and guides cross-functional team members, serves as HR champion in administering and advancing HR functions while acting as resource on policy interpretation and implementation.

Accomplished personnel engagement professional with strong background supporting building and retention of talented teams. Skilled in tackling personnel grievances and conflicts, working with management in attainment of challenging objectives.

## Skills

- Human Resources Management Systems
- Policy Interpretation
- Employment Data Tracking
- Performance Appraisal
- New Hire Onboarding
- Employee Relations
- Retention Program Development
- Employee Orientation
- Termination Documentation
- Industry-Specific HR Regulations
- Networking and Partnership Development
- Employment Recordkeeping
- Microsoft Office
- Staffing Agency Coordination

## Work History

### Human Resources Generalist, 01/2017 to Current

Algonquin – Goodyear, AZ

- Updated key human resource metrics on turnover and terminations using reporting tools on HRMS database.
- Conduct employee orientations, conduct all aspect of new employee onboarding and help to organize training and development initiatives.
- Conduct exit interviews and then gather and analyze data with useful HR metrics to evaluate turnover.
- Developed and enforced company policy and procedures relating to human resources activity.
- Conducted career fairs, screened resumes, and interviewed applicants to build candidate pipelines and enhance company culture.
- Understood, interpreted and mediated human resources inquiries to support administration of human resources policies, procedures and programs.
- Implemented and supervised orientation procedures for all new hires.
- Handled new-hire orientation and basic recruiting tasks for best-in-class talent identification.
- Facilitated criminal background check process for new hires.
- Coached managers through employee engagement, documentation, discipline and performance improvement plans.
- Managed employee rewards programs.

### Executive Assistant to the Chairman and CEO, 01/2017 to Current

Medical Careers Institute – Virginia Beach, VA

- Prepared documents, reports and presentations for executives and board members using advanced software proficiencies.
- Screened calls and emails and initiated actions to respond or direct messages for managers.
- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.
- Coordinated travel arrangements by booking airfare, hotel and ground transportation.
- Organized envelopes, postage and mail correspondence for staff and management, maintaining postage meter and coordinating with delivery and courier services.
- Managed complex calendar scheduling with focus on proper allocation of executive availability.
- Updated executives on changing business needs by thoroughly documenting internal and client meetings.
- Prepared meeting agendas and briefing papers for members of board of directors and executive team.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Orchestrated successful conferences and associated travel for speakers and attendees.
- Streamlined operations and prioritized tasks, allowing senior staff to increase productivity.
- Researched, proposed and implemented vendor agreements to decrease costs and improve services.
- Organized and coordinated conferences and monthly meetings.
- Transcribed minutes of meetings
- Processed travel expenses and reimbursements for executive team and senior management group.
- Worked collaboratively with auditors throughout reviews, offering assistance and clerical support.
- Developed and maintained automated alert system for upcoming deadlines on incoming requests and events.
- Created expense reports, budgets and filing systems for management team.

### Executive Assistant to the President, 01/2016 to 01/2017

Dnv G1 – Dresden, DE

- Produced accurate office files, updated spreadsheets and crafted presentations to support executives and boost team productivity.
- Screened calls and emails and initiated actions to respond or direct messages for managers.
- Transcribed minutes of meetings and executed meetings and events for company to support sales, business development and senior management teams.
- Organized and coordinated conferences and monthly meetings.
- Updated executives on changing business needs by thoroughly documenting internal and client meetings.
- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.
- Created expense reports, budgets and filing systems for management team.
- Processed travel expenses and reimbursements for executive team and senior management group.
- Managed mail and both incoming and outgoing correspondence, mail, email and faxes.
- Worked with senior management to initiate new projects and assist in various processes.
- Coordinated events and worked on ad hoc projects.
- Created and managed office systems to efficiently deal with documentation.
- Wrote reports, executive summaries and newsletters.
- Handled logistics, catering, agendas and travel arrangements for meeting and event planning for board of directors, president and executive vice president.
- Promoted team productivity by keeping supplies organized and well-stocked.
- Upheld strict timetables by maintaining accurate, balanced calendars.
- Organized logistics and materials for each meeting, arranged spaces and took detailed notes for later dissemination to key stakeholders.
- Distributed company-wide announcements, booked conference rooms and coordinated catering for annual staff development forum.
- Managed and reviewed filing and office systems.
- Volunteered to help with special projects of varying degrees of complexity.

### Senior Corporate Recruiter, 11/2014 to 01/2016

Retail Data LLC – City, STATE

- Followed up with notable applicants sourced via industry-specific pipelines, events and job fairs.
- Leveraged social media platforms and online job boards to advertise open positions and engage with potential candidates.
- Generated specific candidate pool for career opportunities through strategic placement of advertisements, evaluation of applicant credentials, and conducting initial interviews and pre-screening assessments.
- Advised, coached and counseled managers and staff to support human resources policies, procedures, programs and labor relations.
- Oversaw full cycle recruiting for over 100 vacancies each quarter.
- Compiled and produced qualified candidates' information for hiring manager review and liaised between parties to coordinate formal, management interviews.
- Conducted recruiting events in order to grow passive talent pipeline to prepare for future hiring needs.
- Facilitated new employee orientations to foster positive team attitude.
- Operated and maintained applicant tracking and candidate management systems.
- Developed recruiting strategies to identify qualified candidates and build network.
- Used Boolean searches to develop applicant portfolios for expected openings.
- Collected and analyzed information to monitor compliance outcomes and identify and address trends of non-compliant behavior.

## Education

### Bachelor of Science: Corporate Communications, 05/2013

Radford University - Radford, VA

## Certifications

SHRM-CP Certified HR Professional