

JESSICA CLAIRE

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📍 Montgomery Street, San
Francisco, CA 94105

KEY SKILLS

- Regulatory compliance
- Benefits administration
- Employee/Labor Relations
- Recruitment & On-boarding
- Training & Development
- Compensation Administration
- Project Management
- Workers Compensation Management
- Data/Records Management
- Event management

EDUCATION

Fanshawe College
St. Thomas, ON

Associate Degree Equivalent:
Human Resources Management
Graduated with Honors, 4.0 GPA
Completed all courses required for
CHRP designation

Fanshawe College
St. Thomas, ON

Graduate Certificate: Industrial
Management
Coursework in Industrial-
Organizational Management

Queen's University
Kingston, ON

Industrial Relations
Coursework/40 hour
comprehensive workshop in Labor
Relations

Professional Development Highlights

- Magna/Cosma International Training Center: Completed coursework in management leadership, labor relations, positive employee relations programs, pay equity management.
- Siemens Electric Limited: Completed coursework in leadership training, training design and implementation, Hay job and compensation evaluation.
- Continuing education including webinars/seminars covering FMLA, HIPAA, OSHA, ACA and Health Care Reform, FLSA, ADA, COBRA, Wage and Hour Law and other legislative updates.
- Computer based training includes Word, Excel, PowerPoint, Windows, HRIS.

SUMMARY

- Extensive background in Human Resources Generalist affairs, including experience in employee recruitment, benefits and compensation, HR records management, HR policies development, labor/employee relations and legal compliance.
- Human Resource Generalist who is an excellent communicator and negotiator with strong conflict resolution skills. Expertise in Labor Negotiations and Collective Bargaining Agreement administration.
- Multi-taker with strong organizational and administrative skills, detail oriented and able to manage in a high pace, time sensitive environment.

ACCOMPLISHMENTS

Negotiated several collective bargaining agreements with no work stoppages and under mandated budget restraints. Managed contract set-aside after a natural disaster that ultimately resulted in the decertification of the union.

Spearheaded departmental process improvement and cost reduction program resulting in cost savings and cost avoidance in excess of \$1,000,000. Selected to deliver results at company's annual meeting.

Investigated unemployment insurance benefit discrepancies and ultimately recovered over \$25,000 in benefit over payments.

Developed and implemented a series of workshops for Supervisors for local University with assistance from local businesses.

EXPERIENCE

Alcatraz Cruises - HUMAN RESOURCES GENERALIST

Easton, PA • 2010 - Current

Conducted benefits administration for 200 benefit-eligible employees including Health, Life, Workers Compensation, Defined Benefit Pension and 401k plans in both a union and non-union environment. Provide departmental administrative and technical support. Supported 200 employees at all levels, including executive leadership.

Qvc, Inc. - HUMAN RESOURCES MANAGER

Melbourne, FL • 1999 - 05/2009

Reviewed federal and state laws to confirm and enforce company compliance. Addressed inquiries from employees and management regarding new-hire activity and ongoing employee relation issues. Advised top management on appropriate employee corrective actions. Worked with senior-level management to create fair and consistent HR policies and procedures. Established and implemented a Supervisory Training Program and published a Supervisor's Handbook.

Qvc, Inc. - SR. HUMAN RESOURCES ADMINISTRATOR, LABOR RELATIONS

Petersburg, VA • 1995 - 08/1998

Promoted and maintained all manner of programs that resulted in positive employee relations and total administration of collective bargaining agreement between the company and CAW Canada for a union population of 600 employees. Designed absenteeism tracking process. Designed and conducted supervisory training programs related to human resource policies and procedures. Negotiated collective bargaining agreements successfully without work stoppages and within or under mandated budget constraints.

Siemens Canada Limited - SR. HR ADMINISTRATOR, RECRUITMENT AND COMPENSATION

City, STATE • 1992 - 1995

Recruited several key staff and management personnel including engineers, supervisors, financial and logistics professionals. Championed "Cost Reduction Program" for the Human Resources Department, which resulted in cost savings in excess of \$1,000,000. Participated in numerous cross-functional teams, as well as comprehensive wage and salary surveys. Established a job analysis and evaluation process to conform to Pay Equity legislation.

Siemens-Power Motion (a Division Of Siemens Canada) - PLANT RELATIONS MANAGER

City, STATE • 1990 - 1992

Responsible for compensation administration, employment and manpower planning, recruiting and orientation, internal placement program, and training and development. Maintained and executed company transfer/seniority process for multi-facility operation with a total employee population of 1500. Exclusive Human Resources contact for largest facility of 600 employees. Responsible for employee/labor relations and promotion of "open door" policy in a non-union environment.

Formet Industries, A Division Of Magna International - HUMAN RESOURCES MANAGER

City, STATE • 1988 - 1990

Solely responsible for the direction of the total Human Resources function for a manufacturing plant of 150 non-union employees. Designed the employee performance evaluation process and merit program. Implemented a job analysis/evaluation process. Advised top management on appropriate employee corrective actions. Worked with senior-level management to create fair and consistent HR policies and procedures.

Presstran Industries, A Division Of Magna International - HUMAN RESOURCES CO-ORDINATOR

City, STATE • 1985 - 1988

Provided administrative and technical support for the Human Resource function. Conducted benefits administration for 150 benefit-eligible employees. Created and modified job descriptions within all departments. Processed all salary changes stemming from merit increases, promotions, bonuses and pay adjustments. Co-ordinated training programs and managed employee social functions.