

# JESSICA CLAIRE

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 Montgomery Street, San Francisco, CA 94105

## PROFESSIONAL SUMMARY

Organized Human Resource Assistant with 6 years of progressive human resources experience in multi-faceted business environments. Proficient in ADP software. Highly effective communicator excelling at building relationships across organizational levels.

## SKILLS

- Equal opportunities facilitation
- Workforce improvements
- Benefits and payroll coordination
- Staff recruiting and retention
- Company organization
- Training programs
- Time management
- Benefits administration

## EDUCATION

Capella University  
Minneapolis, MN • 12/2020

*Bachelor of Science:* Health Administration And Leadership

Mount San Antonio College  
Walnut, CA • 05/2015

*Associate of Science:* Health Administration

## CERTIFICATIONS

- First Aid/CPR Certified
- HLEC Leadership/ Management Certified
- Teaching and Fitness Certified

## WORK HISTORY

### Akoustis Technologies, Inc. - Human Resources Coordinator

Canandaigua, NY • 10/2017 - Current

- Facilitated year-end reviews and team strength presentations with human resources partners
- Sent notices to employees and subcontractors regarding expiring documentation
- Researched all payroll, COBRA, disability and FMLA issues
- Reviewed and confirmed that all final paid hours corresponded with timesheets and state laws
- Conducted background checks on candidates by obtaining information from law enforcement officials, previous employers and references
- Assisted management staff in annual year-end processes and data audits
- Supported human resources staff with new hire orientations and monthly departmental meetings
- Accurately prepared government compliance reports and proposal requests for employee data
- Coordinated employment offers with management and extended offers to selected candidates
- Structured compensation and benefits according to market conditions and budget demands
- Coordinated and conducted new hire pre-interviews
- Reviewed human resources paperwork for accuracy and completeness, including verifying, collecting and correcting data
- Coordinated complex travel schedules, accommodations and trip logistics for candidates and executives
- Completed employee employment verifications and unemployment paperwork prior to hire or termination
- Developed succession plans and promotion paths for all staff
- Gathered personnel records from all employees from each department
- Edited job position announcements before authorizing post
- Followed programs closely to assess effectiveness and make proactive changes to meet changing demands
- Planned, monitored and appraised employee work results by training managers to coach and discipline employees
- Captured key feedback from employees during exit interviews
- Evaluated timecards for accuracy on regular and overtime hours
- Implemented tracking database for employee professional development, licensure renewal credits, and renewal deadlines
- Collaborated with curriculum coordinator on annual updates of staff handbook
- Directed job fairs to bring in local talent for long term and seasonal positions
- Addressed and resolved general payroll-related inquiries
- Explained employee compensation, benefits, schedules, working conditions and promotion opportunities
- Reviewed and corrected job offer letters for completeness and accuracy before approving delivery
- Maintained company compliance with all local, state and federal laws, in addition to establishing organizational standards
- Conducted company-wide town hall meetings to convey updates
- Updated presentation and accompanying documents for compensation committee quarterly review
- Reduced expenses by analyzing compensation policies and implementing competitive programs while ensuring adherence to legal requirements
- Answered and directed over 100 outbound and inbound phone calls per day

### Canada Goose - Human Resources Assistant

Minneapolis, MN • 01/2016 - 01/2018

- Recruited and screened qualified potential employees.
- Verified and investigated employment claims and data.
- Improved productivity initiatives while coordinating itineraries and scheduling appointments.
- Managed employee exit interviews and paperwork.
- Analyzed and modified compensation and benefits policies to establish competitive programs and comply with legal requirements.
- Tracked various statistics and kept detailed records to support human resources department.
- Administered compensation, benefits and performance management systems and safety and recreation programs.
- Assisted with meetings and presentations within company.
- Maintained and scheduled complex calendars.
- Assisted with on-boarding process of 15 new hires in one day.
- Performed various administrative functions, including filing paperwork, delivering mail, sorting mail, office cleaning and bookkeeping.
- Answered and directed over 80 calls outbound and inbound phone calls per day.
- Maintained work structure by updating job requirements and job descriptions for all positions.
- Administered benefits programs, analyzed compensation and other competitive data and prepared budgets.
- Improved office efficiency by effectively managing internal communications and correspondence.

### Power Of One Upland - Human Resources Specialist/Administrative Assistant

City, STATE • 05/2011 - 12/2015

- Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate instructions
- Performed general office duties, including answering multi-line phones, routing calls and messages and greeting visitors
- Identified and recommended changes to existing processes to improve accuracy, efficiency and quality service
- Provided logistical support for programs, meetings and events, including room reservations, agenda preparation and calendar maintenance
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels
- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data
- Drafted professional memos, letters and marketing copy to support business objectives and growth
- Supported efficient meetings by organizing spaces and materials, documenting discussions and distributing meeting notes
- Coordinated domestic and international travel arrangements, including booking airfare, hotel and ground transportation
- Welcomed office visitors warmly and alerted staff to arrivals of scheduled appointments
- Prepared packages for shipment, pickup and courier services for prompt delivery to customers
- Maintained staff directory and company policy handbook for human resources department

## ACCOMPLISHMENTS

- Coordinated an orientation program for over 100 employees.
- Volunteered to provide customer service support and training to all electronic performance management users during a performance management cycle.
- Resolved product issue through consumer testing.
- Scheduling - Organized technician schedule for customer jobs.
- Earned "Employee of month" in 2017, 2018, 2019, 2020.
- Training - Responsible for training all new employees to ensure continued quality of customer service.