

JESSICA CLAIRE

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Summary

I have eighteen years of retail leadership experience - four years being inclusive of an executive store leader, multi-unit Human Resources focus. I am a DDI certified trainer that translates and supports by extensive training and education background. I am a detail oriented leader that delivers effective communication and feedback throughout the entire organization. I have received company wide recognition for my coaching seminars focused on how to adapt and be flexible to the changing retail world.

Highlights

KRONOS * Oracle * EScreen * Microsoft Outlook * People
Answers * Lotus Notes * Microsoft Excel * Power Point * Real
Forms * Electronic I9 * Microsoft Word * IRecruitment

Experience

Assistant Human Resources Manager, 01/2015 to 10/2015

Jbs Usa – Oakwood, GA

- Senior leader in support of the company through all facets of Human Resources including: recruiting, behavioral interviewing utilizing the STAR approach, training, on-boarding, conflict management, associate relations, investigations, terminations, reduction of force, unemployment claims, EEOC, team coaching and development, deliver performance evaluations and associate engagement surveys, benefit liaison, payroll and expense management, manage company-wide human resources policies and procedures consistent with objectives and laws, align, motivate and inspire store team to achieve all store financial and profit expectations, open and close store as needed, approve schedules for all departments, attend and present during weekly department manager meetings, lead human resources directives and expectations, created "The Chatterbox" - a monthly newsletter designed to improve communication and awareness within the store, created a seven question behavioral interview guide that was implemented in-store and shared company wide, pioneered a new training program centered around the importance of Social Media and driving sales that was recognized and shared by the Director of Stores.

District Training Manager, 09/2011 to 01/2015

Qvc, Inc. – Mcallen, TX

- Brand ambassador for Yankee Candle by modeling uncompromising business ethics, coach and develop operations in sixty retail and outlet locations throughout North Carolina, Maryland, Delaware, and Georgia, drive sales and profitability, provide exemplary customer service, ensure visual merchandising/presentation integrity, recruit, hire and train store management teams as part of a succession plan and prevent turnover, lead district conference calls focusing on team development and coaching, measure performance to business acumen in order to determine appropriate course of action such as Performance Improvement Plans (PIPs), official warnings and in extreme circumstances, termination of employment; conduct both Human Resources and Loss Prevention store audits to insure compliance; coach and develop store management teams, implemented the "STAR" employee engagement program to increase store morale; implemented a Situational Based Interaction (SBI) coaching method; successful completion of the DDI Trainer Certification program; provided direction and feedback by being selected as a pilot member of Yankee Candle's new Electronic Based Education tool, Pillars of Leadership.

Human Resources Manager, 10/2007 to 09/2011

Berkshire Hathaway Automotive – Coppel, TX

- Provide training to Department Supervisors and associates on key elements for the Front End and Back Of House areas, Provide continuous feedback to associates by recognizing and rewarding successful performance and addressing performance-related problems, Administer associate evaluations and wage increases in a timely manner, accounting/cash accountability procedures and payroll processes, Recruit, select and train/develop associates as well as conduct on-board orientation, process daily and weekly payroll, all pricing and signing activities throughout the store, Responsible for total store maintenance, including interior, exterior, equipment and grounds; Act as a role model of appropriate loss prevention/risk management behavior, Motivate associates, foster teamwork and champion change when it occurs.

Regional Training Manager, 04/2005 to 10/2007

PARTY CITY – City, STATE

- Manage day-to-day store team performance of five retail locations; LP responsibilities to LP Best Practices; Responsible in maintaining controllable expenses budgets (payroll); Manage/Analyze the business through Profit and Loss statements; Store Sales responsibilities maximize top 10 minimum Customer Service standards; Follows store operating procedures to SOP, Recruit, Interview, Hire, Schedule, Train and Develop Staff in a safe environment; Deliver associate evaluations and pay increases in a timely manner; Execute and deliver associate counseling sessions; Process, Verify, and monitor payroll, Deliver, delegate, and execute all floor-plan and plan-o-gram updates in a timely fashion; Merchandise/decorate seasonal merchandise for optimal presentation and store standards for excellence; Perform weekly store walks with managers and supervisors in order to improve store presentation; Research and scan all out of stocks or low inventory items for replenishment
SELECTED ACHIEVEMENTS Neiman Marcus: 2015 recipient of "You're What We Are Famous For" - award for store associate, nominated and voted on by peers, that models the core company values on a consistent basis Yankee Candle Company: Aided in the creation and implementation of the Holiday 2014 training theme, "The 12 Leadership Lessons of Santa Claus" Babies R Us: Official Spokesperson for the "R" Us Brand on Fox News Rising - demonstrating safety merchandise and installation for the home Party City: Selected as the regional training manager to train all new management team members on policy and procedure before entering their respected home locations.

Education

Bachelor of Arts Board of Regents Degree: 2002

Marshall University - Huntington, WV

Skills

accounting, approach, budgets, coach, coaching, conflict management, counseling, Customer Service, direction, driving, fashion, financial, floor-plan, Forms, Human Resources, inventory, KRONOS, Leadership, team development, Loss Prevention, Lotus Notes, Director, meetings, Microsoft Excel, Microsoft Outlook, Power Point, Microsoft Word, modeling, newsletter, Oracle, payroll, policies, pricing, processes, profit, Profit and Loss statements, recruiting, Research, retail, risk management, safety, Sales, SOP, store management, surveys, teamwork, Trainer, visual merchandising