

Jessica Claire

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

SUMMARY

- Proactive Human Resources Business Partner with eight years of progressive full-spectrum HR experience in smaller startup and larger corporate environments
- Adaptable problem-solver with proven success guiding performance management, talent planning, benefits, providing employee relations support, and enhancing efficiency of HR operations
- Extensive knowledge and experience in employee relations, HR operations, platform migrations

SKILLS

- HRIS Management
- Advanced in MS Excel, including VLOOKUP, Pivot Tables, and nested formulas
- Benefits Management
- Employee Relations
- Performance Management
- Compensation
- Employee Onboarding/Orientation
- Regulatory Compliance
- Offboarding
- Payroll
- HR Operations
- Coaching & Mentoring
- Policy creation/harmonization
- Multi-state workforce expansion and reduction
- Talent Reviews
- Process Creation & Optimization
- HRIS and payroll system migrations
- HR Operations
- Complex problem-solving

EXPERIENCE

HUMAN RESOURCES

02/2017 to CURRENT

Brown Harris Stevens Residential Management, Llc | New York, NY

- Supported Fullscreen managers and employees through multi-state workforce expansion and reduction and subsequent acquisitions by Otter Media and WarnerMedia; spearheaded integration of Otter Media and subsidiaries into WarnerMedia, while continuing to provide HRBP support to multiple Fullscreen business units

PEOPLE PARTNER

02/2021 to CURRENT

Farfetch | New York, NY

- Supported completion of Fullscreen's integration into WarnerMedia as the sole remaining member of Fullscreen's HR team
- Advised managers on performance management, assisting with PIPs, written warnings, and terminations
- Worked with managers on staffing plans, identifying the go-forward needs of the business and available resources
- Consulted with managers on promotions, advising on appropriate compensation to maintain internal equity while staying within budget
- Supported recruiting and onboarding; maintained headcount & staffing dashboards for weekly reporting and consulted on offers to new hires to ensure internal equity
- Wholly created and administered employee recognition program to recognize 10% of Ad Sales org

SENIOR HUMAN RESOURCES GENERALIST

02/2020 to 02/2021

Vanasse Hangen Brustlin | Newark, NJ

- Provided guidance to managers and employees in two lines of business; advised on performance management; conducted 360 reviews and created development plans
- Managed employee relations concerns, including conducting investigations; identified the root causes of issues by conducting impartial interviews, weighing the importance and validity of information to form fact-based opinions, and made formal recommendations that mitigated risk
- Utilized aggregated feedback from exit surveys to improve employee retention
- Created and implemented processes that increased efficiency, improved inter- and intra-departmental communication, and minimized room for error in tasks including employee data changes, payroll requests, onboarding, offboarding, and IT requests
- Collaborated with hiring managers, Recruiting, and Finance to support staffing plans
- Lead weekly meetings with Recruiting & Finance to track progress on open requisitions and budget, to provide reports to managers and execs demonstrating appropriate turnaround time and budget
- Tracked internal and external compensation bands to advise on appropriate offers for new hires and ensure internal equity
- Gathered trend data on compensation, benefits and other key metrics to inform the HR decision-making process.
- Guided department managers on hiring practices, salary ranges and position request forms.

HUMAN RESOURCES GENERALIST

02/2019 to 02/2020

McLaren Health Care | Tawas City, MI

- Wrote harmonized policies and new handbook for Otter Media and three subsidiaries
- Drove integration of Otter Media (Fullscreen, Ellation, RoosterTeeth) systems, policies, processes, and benefits into WarnerMedia
- Successfully transitioned 1,300 employees from 3 platforms to Workday
- Audited and cleaned data in ADP to facilitate a smooth transition to Workday
- Facilitated Talent Review and calibration sessions with business leaders to improve organizational effectiveness
- Utilized semi-annual performance review cycle
- Aggregated annual compensation data from Otter Media (5 companies) for AT&T corporate reporting needs, including CEO pay ratio and AT&T consolidated comp reporting
- Advised on compensation for new hires, utilizing internal and external market data to ensure equity
- Organized improved annual compensation planning process, increasing efficiency and accuracy, and decreasing the overtime required to complete the process
- Utilized data from performance and talent reviews, as well as internal and external market data, to advise on merit and promotion increases
- Created comprehensive, live spreadsheets to track all relevant data points for the compensation change process, allowing all stakeholders to conduct necessary audits and approvals without version control issues
- Devised efficient system for creating and reviewing comp statements; delegated tasks appropriately to maximize efficiency and minimize the risk of human error
- Updated methodology for monthly HR metrics reporting to improve accuracy
- Trained and mentored more junior HR team members; advised mentees in employee relations issues; taught team members topics such as EEO-1 reporting, HR metrics, D&I metrics, Vlookup
- Facilitated delivery of HR services by establishing and maintaining positive relationships with teams and leadership across organization.
- Researched employee relations issues and conducted meetings with employees and supervisors.
- Processed salary changes stemming from merit increases, promotions, bonuses and pay adjustments.
- Worked on 401(k) administration, FMLA and workers' compensation claims and benefits.
- Collaborated with various departments to gain insight on project productivity, plan improvements and gauge effectiveness and update projects to meet company objectives and long-term goals.
- Served as subject matter expert for employment classification and compensation research, talent management and training strategies, providing leadership with advisement.

SENIOR HUMAN RESOURCES COORDINATOR

02/2017 to 02/2019

Natera | Cleveland, OH

- Responsible for all aspects of multi-state new hire onboarding for two legacy businesses, ensuring employees felt welcomed and received timely and accurate information
- Consolidated disparate onboarding processes for legacy businesses, increasing accuracy and efficiency, and promoted a unified company culture
- Administered post-onboarding surveys and utilized aggregated feedback to improve the employee experience
- Set expectations inter-departmentally around onboarding process and timelines; increased hiring manager compliance with established procedures and decreased instances of new hires starting without equipment
- Revamped new hire orientation to increase employee engagement and accuracy of information across employment categories
- Managed hiring process for independent contractors, including drafting contracts and consulting with legal for unique situations
- Advised hiring managers and recruiters on proper employment categorizations to increase legal compliance and decrease company liability; created reference documents to improve their ongoing understanding
- Conducted voluntary and involuntary terminations; created paperwork, conducted exit interviews, and advised exiting employees about benefits and COBRA
- Worked with benefit brokers to set up Open Enrollment meetings and sent open enrollment information and reminders to employees to increase engagement and enrollment
- Educated new hires about benefits and their enrollment window; assisted employees with benefit questions, working with benefit brokers to resolve issues that required escalation
- Conducted monthly billing reconciliations to ensure accuracy and reduce overcharges
- Entered benefit enrollments in each carrier's system; verified and approved QLEs
- Migrated benefits management platforms twice, ensuring no interruption to employees' benefits in the process
- Implemented HRIS, migrating two legacy businesses from separate systems into one new system; maintained data integrity in all three systems during the transition period
- Collaborated with stakeholders to identify their needs in the new HRIS; created and implemented new processes to meet those needs
- Fostered positive relationships with stakeholders in the face of challenges with the new HRIS
- Project Managed de-implementation of HRIS; worked and established timelines with stakeholders across departments; problem-solved for data storage and tracking needs for the anticipated period without an HRIS; created and implemented new processes
- Ensured multi-state legal compliance by maintaining up-to-date labor posters, onboarding & offboarding paperwork, and completing annual EEO-1 reports
- Established Wellness Committee and held the company's first Health & Wellness Fair, finishing under budget and garnering 46% employee attendance
- Organized and facilitated parents roundtable discussions in CA and NY to collect feedback about parents' experiences at the company and what additional perks/benefits would be useful
- Provided coaching and performance management support to the Customer Support department
- Managed high school intern program, partnering with LA Promise Fund's The Intern Project; collaborated with managers company-wide and created a 6-week program introducing interns to a broad range of aspects of social media management and advertising
- Managed communication regarding employee orientation and open enrollment for benefits.
- Ran queries and reports through ADP system.
- Coached and guided staff by providing constructive feedback through assessments, long-term career growth opportunities and ongoing professional development which enhanced productivity, accelerated performance and retained talented personnel.
- Explained human resources policies and procedures to employees.
- Resolved personnel issues regarding human resources matters needing clarification, submissions and corrections.
- Oversaw enrollment of new employees and company-wide yearly enrollment period.
- Provided assistance to plan participants by explaining benefits information to ensure educated selections.
- Communicated effectively via email, phone and face-to-face with plan participants to resolve issues pertaining to health and welfare benefits.
- Reviewed employee enrollments to verify accuracy, inputting information into company database.
- Mentored newly hired employees in benefits department and provided information regarding company policies and procedures.
- Maintained tracking spreadsheet for ADA requests, medical and personal leaves.
- Discussed medical, dental, short-term and long-term benefit plans with new hires and eligible employees with status changes.

HR COORDINATOR

04/2014 to 05/2016

Chromalloy Gas Turbine | Tx, TX

- During this period, the company grew from 150 to 400 employees and made three corporate acquisitions
- Sole responsibility for multi-state payroll preparation, including calculation of time cards, separation payments, arrears calculations, ad hoc adjustments, compliance with wage garnishments and tax levies, and semi-monthly and annual reconciliations
- Coordination of benefits enrollment, including open enrollment, providing enrollment information to employees, answering employee questions, and performing monthly billing reconciliations
- 401(k) administration, reconciling and depositing contributions each payroll, answering employee questions, and compiling data for 401(k) audits and discrimination testing
- Participated in RFP and vendor selection for new payroll platform and responsible for 2016 migration to both new payroll platform and time and attendance system
- Onboarding new employees, entering information in HRIS and payroll, and tracking paperwork for completion in compliance with state and federal laws as well as company policy
- Manage company's HRIS, update employee information, update company documents, write and publish announcements, maintain privacy settings, ad hoc reporting for HR and other departments as required
- Complete annual EEO1 report, compile data for Workers' Comp audits, and provide ad hoc data for other audits as necessary
- Off-boarding, exit interviews, and related forms and filing
- Write and post job ads, track postings and costs, conduct 2-3 reference checks for final job candidates, and prepare offer letters for interns and new hires

OPEN ENROLLMENT COORDINATOR/BENEFITS ASSISTANT

09/2013 to 12/2013

KARL STORZ Endoscopy-America, Inc | City, STATE

- Answered employees' questions to help them understand their benefits and options
- Reached out to employees to ensure that everyone made their benefit elections on time
- Assisted employees with navigating the online enrollment system
- Audited records using VLOOKUPS to find and correct discrepancies between computer systems
- Reviewed 401K contribution and loan change reports to alert payroll of updates
- Processed employee fitness reimbursement requests to ensure payroll received accurate payment information promptly

EDUCATION AND TRAINING

BA | Liberal Studies, Psychology

01/2013

Antioch University, Los Angeles, Culver City, CA

AA | Liberal Arts – Social and Behavioral Science

01/2011

Society of Human Resources Management Senior Certified Professional

SHRM

01/2013