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# JESSICA CLAIRE

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## SUMMARY

Versatile and accomplished Human Resources professional with many years of experience in HR management including, HR Federal and State Compliance, payroll, recruiting, training, benefits administration, Workers' Compensation, and employee relations. Direct human resources operations with a clear focus on meeting and exceeding organizational targets while maintaining compliance and employee satisfaction. Driven to maximize resource utilization and boost performance with proactive strategies, offering a successful career history spanning more than 15 years.

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## SKILLS

- Payroll processing
- Employee relations
- Performance Mgmt. Evaluations
- Personnel engagement
- HR Policies implementation & procedures
- Employee handbook development
- Conflict resolution
- Personnel recruitment
- Benefits administration
- Employment Law Knowledge
- SAP, HRIS, ADP, Kronos, Ultipro,
- HR Accuity Software Proficient.
- FMLA / ADA / EEO / WC
- WC - Workers' comp. case management
- Organizational development
- Training and development
- Regulatory compliance
- ADA, Director
- ADP, Mgmt
- Attorney, Mediation
- Benefits, Meetings
- Benefits administration, Organizational development
- Case management, Payroll
- Conflict resolution, Payroll processing
- Counseling, Performance appraisals
- Employee relations, Performance management
- Staff training, Personnel
- Hiring, Policies
- HRIS, Processes
- Human Resource Management, Psychology
- Human Resource, Recruiting
- Human Resources, Recruitment
- HR, Reporting
- Human Resources Management, Safety
- Insurance, SAP
- Kronos, Scheduling
- Latin, Staffing
- Law, Surveys
- Legal, Travel arrangements
- Regulatory compliance, Vision

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## EXPERIENCE

**HR Manager HRBP- Human Resources Business Partner**, 11/2017 - 10/2019

**Rich Products Corporation** – Hilliard, OH

- A Business Partner responsible for recruitment, benefits, compensation, wellness, employee relations, conflict resolution, counseling, on-boarding, termination, investigations, compliance with State and Federal regulations as well as implementation and maintenance of the Human Resource Information System (HRIS) for a total of 300 employees in the Miami Branch.
- Conducted investigations of employees for disciplinary matters, write reports regarding the investigations and make discipline recommendations.
- Advised administrators on the proper procedure in handling personnel matters and issues including employee matters.
- Coordinated and facilitated grievance procedures.
- Analyzed and responded to Family and Medical Leave Act inquiries, and requests for accommodation under the Americans with Disabilities Act.
- Rolled out different engagement activities such as roundtable meetings and employee engagement surveys that supported substantial increases in the employee morale and overall satisfaction with the organization.
- Responsible for the administration of benefits such as Medical, dental, vision, STD, LTD, Cobra, Life Insurance, Legal, Voluntary plans, FMLA, LOA and wellness program.
- Job classifications, job grading, performance appraisals reviews, compensation reviews, transfers and promotions salary changes.
- Responsible for ensuring all proper Federal, State and Local Laws are applied.
- Performed other assigned tasks or related HR work as required by the Director of Human Resources.
- Frequently delivered training to Managers and Supervisors on different people processes (performance management, diversity and harassment, people planning, policies and processes).

**Human Resources Manager - Director**, 12/2008 - 10/2017

**Kinpos Software Technology** – City, STATE

- Performed all HR operations including talent recruitment, benefits, compensation, wellness, employee relations, conflict resolution, counseling, on-boarding, termination, unemployment claims, and investigations.
- Ensured compliance with State and Federal regulations for a total of 430 employees in the US and Latin American countries.
- Conducted employee disciplinary investigations, documented findings, and made disciplinary recommendations.
- Conducted new-hire orientation and processing.
- Completed new hire on-boarding, as well as terminations/exit interviews.
- Implemented and managed enrollment for all employee benefits programs.
- Analyzed and responded to Family and Medical Leave Act inquiries, and requests for accommodation under the Americans with Disabilities Act.
- Maintained and monitored workers' compensation claims, reporting, investigation, and post-injury care, ensuring that carrier closed cases in a timely manner.
- Organized and oversaw quarterly and annual audits.
- Provided support to management in developing personnel procedures.
- Served as a key contributor to progressive discipline, conflict resolution, and investigation.
- Analyzed, developed, and reviewed policies and regulations for personnel matter.
- Supplied all information requested by labor attorney for mediation and deposition.
- Reviewed resumes and conducted all preliminary interviewing and scheduling, assisting the hiring manager with second and final interviews.
- Developed, coordinated, and executed staff training and development programs for all personnel functions.
- Monitored performance evaluations, job classifications and grading, compensation reviews, transfers and salary changes.

**Human Resources Manager**, 08/2003 - 10/2008

**B8 Usa Inc Manufacturing** – City, STATE

- Oversaw IHR functions for the Florida Region.
- Managed and assisted with payroll administration.
- Coordinated travel arrangements for management.
- Organized meetings and training events for all sites.
- Performed general HR functions including employee counseling, benefits administration; new hire processing, and terminations.
- Tracked critical performance metrics for all branches and regions.
- Submitted payroll information to corporate or payroll processing company (ADP Total Source).
- Processed open enrollment benefits.
- Supervised the safety program.
- Partnered with experienced recruiting team to ensure staffing needs are fulfilled.
- Checks, interviewing, employment verification, and scheduling.
- Completed annual performance evaluation and salary review process for all employees.
- Fostered the creation of a positive work environment through ongoing employee events and programs.
- Managed HR operations for a group of 100 employees, including hiring, terminations, resolution of issues related to support staff, background checks, interviewing, employment verification, and scheduling.
- Administered employee insurance, pension and savings plans.
- Liaised with insurance brokers and plan carriers.

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## EDUCATION AND TRAINING

**BS: Business Administration/ Human Resources**

**Bogota Colombia**

**SHRM Society of Human Resource Management Advanced course Recruiting and Interviewing Techniques Coursework in communications and psychology SPHR - Senior Professional in Human Resources (SPHR) Human Resources Management certificate - currently attending**

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## ACTIVITIES AND HONORS

- Member, Small Business Association (2008 - present)
- Member of the Society for Human Resource Management SHRM.