

# Jessica Claire

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## SUMMARY

Business Operations Senior Leader offering 25+ year history of leading strategic and tactical business and human resource initiatives. Proven expertise in large-scale business transformation and change management to consistently exceed company objectives. Offering effective communication, team building and coaching skills with commitment to fostering company vision and building professional culture rooted in trust and mutual respect.

## SKILLS

- Complex problem-solving mastery
- Strategic business planning
- Executive leadership
- Policy development

## EXPERIENCE

**Vice President/Senior Leader, Human Resources**, 01/2021 - Current

**Gainesville Health Care Center** – Gainesville, FL

- Translate business objectives into strategic HR function in collaboration with management team to craft the company’s vision, culture, and mission
- Serve as trusted advisor and business partner, functioning as the expert on people and organizational issues and developing human resource programs and initiatives that have practical and business oriented implications
- Assume responsibility of employee relations
- Manage multiple projects and work collaboratively to ensure timely execution
- Identify key performance metrics and develop structure to track progress for multiple functions
- Own special projects involving deep data analysis
- Create content and/or presentations for multiple purposes, including internal strategy and planning meetings, investors, external interviews and appearances, etc
- Help to drive change within the organization, to include adoption of new technologies, workflows, staffing models, and organization structures
- Identify, select, develop and retain world-class talent and ensure a dynamic pipeline
- Provide executive coaching to department leaders, offering feedback and advice on employee and organizational issues
- Uncover, assess and propose opportunities for HR process improvements
- Provide interpretation of HR policies, practices and procedures to employees and managers
- Partner with general counsel on employment/legal matters as needed
- Determine and recommends employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale
- Develop and implement employee retention programs to maintain staff morale and retain quality employees
- Conduct employee investigations and take appropriate actions

**Director/Senior Leader, Human Resources**, 12/2015 - 12/2020

**Eaze** – City, STATE

- Direct report to the President with complete oversight of Human Resources & Safety
- Create and develop corporate-wide human resources initiatives
- Direct and manage implementing and administering of company's human resources policies, procedures, and functions
- Review and recommend changes to salaries, salary ranges and ensure all job titles, grades and levels are up to date
- Create and implement job descriptions, job codes and salary ranges
- Perform analysis to develop, implement and administer compensation policies and programs
- Partner with Department managers to determine staffing needs, and develop recruiting programs to fill those needs
- Develop and implement employee retention programs to maintain staff morale and retain quality employees
- Design and develop instructional training for staff
- Conduct employee investigations and take appropriate actions
- Maintain knowledge of Federal/state labor laws and regulations (ERISA, COBRA, HIPAA, and PPA)
- Benefits Administration for all benefits including but not limited to Medical, Dental, Life, 401(a), 457, Vision, DCRA, HRA, STD, LTD
- Directly or through Administrative team, oversee purchase of goods and services required by GCHP, including supplier/vendor relations and negotiations; approve payment of related invoices
- Ensure that best value is obtained in goods and services procured

**Human Resources Director**, 01/2010 - 11/2015

**Cascade Die Casting Group Inc.** – City, STATE

- Create and develop corporate-wide human resources initiatives
- Directs and manages the implementation and administration of the company's human resources policies, procedures, and functions
- Create and implement job descriptions and job codes for all positions within the hotel
- Perform analysis to develop, implement and administer compensation policies and programs
- Partner with Department managers to determine staffing needs, and develop recruiting programs to fill those needs
- Process all aspects of Payroll/timecards through ADP PayExpert and ADP EZLabor program
- Develop and implement employee retention programs to maintain staff morale and retain quality employees
- Design and develop instructional training for all staff
- Conduct all new hire orientations and design training modules
- Conduct exit interviews and reporting
- Maintain Employee files and I’9s and Immigration compliance
- Manage investigations and take appropriate actions
- Maintain knowledge of Federal/state labor laws and regulations (ERISA, COBRA, HIPAA, and PPA)
- Benefits Administration for all benefits including but not limited to Medical, Dental, Life, 401K, Vision, DCRA, HRA
- Supervised onboarding process for newly hired employees, including distribution of all paperwork.
- Handled employee conflicts efficiently while following all company procedures.
- Conducted exit interviews and recorded employee feedback for use in retention strategy development.
- Assured benefits program was administered properly sustain compliance with employee insurance guidelines.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Complied with local, state and federal laws and established organizational standards.
- Administered workers' compensation program covering injured employees.

**Human Resources Manager**, 02/2006 - 01/2010

**Cascade Die Casting Group Inc.** – City, State

- Monitored and handled employee claims involving performance-based and harassment incidents.
- Organized and led staff orientation programs and training to promote collaboration.
- Maintained company compliance with local, state, and federal laws, in addition to established organizational standards.
- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.
- Maintained payroll and benefits for employees in various locations and diminished financial discrepancies through expert program management.
- Motivated employees through special events, incentive programs, and constructive feedback.
- Structured compensation and benefits according to market conditions and budget demands.
- Worked with managers to achieve compliance with organizational policies, providing clarifying information and recommending necessary changes.
- Recruited top talent to maximize profitability.
- Identified and implemented appropriate strategies to increase employee satisfaction and retention.
- Liaised between multiple business divisions to improve communications.
- Devised hiring and recruitment policies for 650-employee company.
- Instructed senior leaders on appropriate employee corrective steps.
- Facilitated successful policy implementation and enforcement to maintain legal and operational compliance.

## EDUCATION AND CERTIFICATIONS

**Associate of Business Administration:** Human Resources Management, 2016

**Baker College** - Flint, MI

**Professional Certifications:**

HR Certification Institute, PHR (Professional in Human Resources), 2008 to present

Society for Human Resource Management, SHRM-CP, 2015 to present

**Professional Membership:**

Inforum Senior Executive Forum Member, 2022 to present