

JESSICA CLAIRE

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Professional Summary

Enthusiastic, versatile, and flexible positive relationship builder seeking to leverage my 20-year HR career distinguished by commended performance and proven results. I have an extensive background in Human Resources, including experience in recruitment and retention, staff development, employee relations, facilitation, conflict resolution, compensation, compliance audits, HR policies development and legal compliance. Demonstrated success in negotiating win-win compromises, developing team building programs and standard operating procedures for internal and external recruiting.

Skills

- Recruiting SME, Project Management, Vendor Management, HR Process Improvements, Compliance Audits, Employee Relations, Training and Developing employees, Coaching and counseling managers and employees, HRIS Applications PeopleSoft, SuccessFactors, and SAP.
- Activities and Honors
- Society for Human Resource Management (SHRM)
- Previously held my Professional Human Resources (PHR)
- Will take exam Fall 2019.
- Accounting, Sound
- Coaching, Supply chain
- Counseling, Phone
- Client, Vendor Management
- Employee Relations, Workshops
- Senior management
- Finance
- Frame
- Hiring
- HRIS
- Human Resource
- Human Resources
- HR
- Information Technology
- Interpretation
- Leadership
- Managing
- Meetings
- Works
- Communicator
- Enterprise
- Optimization
- Organizational
- PeopleSoft
- Policies
- Process Improvement
- Processes
- Project Lead
- Project Management
- Recruiting
- Recruiter
- Recruitment
- Sales
- SAP
- SLA

Work History

Manager, Talent Acquisition & Talent Management, 06/2019 to Current

AMN Healthcare – Tempe, AZ

- Provides full cycle recruiting for exempt professional positions in Operations, Information Technology, Human Resources Environmental Services, Food & Nutrition, and Allied Health.
- Works with senior management and conducted phone interviews and in person interviews for leadership/management positions as well as debriefs with interviewing teams.

- Also worked on the HRIS project team on the PBC redesign and improvements on recruiting processes and new hire orientation.
- Built talent pipelines of [Number] applicants through [Action] to support efficient and effective hiring.
- Supervised [Number] of employees in [Type] shop by monitoring activities, coaching and offering hands-on support.
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand.

- Established consistent language and methodology for talent discussions, development and succession.
- Analyzed recruiting metrics to share reports and recommendations with stakeholders.

- Conducted compensation conversations with human resources and hiring managers to foster internal and external equity.

- Propelled continuous improvements and strategically capitalized on current market trends, resulting in [Result].

Manager of Recruiting, 05/2012 to 04/2019

Carboline – Dayton, NV

- Started as a Corporate IT Recruiter in 2012, promoted to Lead Recruiter in 2013-2017, and promoted to Manager of Recruiting, North America in 2018.
- Actively recruit for confidential and leadership positions.
- Managed a staff of nine (9) full-time exempt recruiters with the day to day operations with an average of 220 plus open exempt positions across the enterprise.
- Ensured recruiting processes align with current and future workforce needs.
- Developed the most effective, economical and appropriate recruiting channels and methods.
- Managed vendor relationships for enhancements, SLA's metrics, as well as reviewed and assess new vendors offerings for new tools.
- Managed our ATS (Success Factor) feedback to HRIS team to resolve issues to optimize it's performance.
- Partnered with stakeholders on college relations programs on hiring initiatives to attract top talent in finance, communications, information technology and engineering.
- Employed multiple feedback mechanisms (recruiter scorecard, client surveys and new hire surveys) and analysis to continuously improve the recruiting process.
- Removed bottlenecks and wasted time to increase the efficiency of the recruitment process.
- Trained hiring managers on effective recruitment strategies.
- Conducted new employee orientation to foster positive attitude toward organizational objectives.

HR Corporate Recruiter, 10/2005 to 12/2011

McKesson Corp U.S. Pharmaceutical – City, STATE

- Provided full cycle recruiting for exempt professional positions in Sales, Distribution, Operations, Engineering (Process Improvement), Information Technology, Accounting, and Finance for over 17 locations (South & Northeast region).
- Worked with senior management as the client group and conducted phone interviews and in person interviews for leadership/management positions as well as debriefs with interviewing teams.
- Also worked on the HRIS project team on the PeopleSoft implantation, on-boarding project and new hire orientation project.
- Worked with client groups on long-term recruiting strategies and succession planning.
- Advised on effective management practices and issues related to workforce relations such as employees on performance plans seeking transfers within the organization.
- Played a key role in ensuring the successful of restructuring/revamping of our Sales department for the Northeast and South regions for 2010 & 2011 that had annual sales over \$9 billion per region and successfully filled over 22 sales positions within a four-month time frame.
- Negotiated approximately 50 salary offers and dozens of sign-on bonuses/relocation packages annually at the exempt level.
- Filled more than 400 positions in 5 years as an on-site full-cycle recruiter.
- Requisition load ranges from 30 to 50 active exempt positions with an average fill rate of 49 days.
- Filled all exempt level positions throughout the South & Northeast regions for 17 distribution facilities within our Pharmaceutical distribution channel (union and non-union facilities).
- Obtained PHR (Professional Human Resources Certification) in 2008.
- Obtained Behavioral Interviewing Certification from DDI 2007.

Employee Relations Consultant/Staffing Consultant, 01/2000 to 10/2005

Kaiser Permanente Georgia – City, STATE

- Worked with hiring managers and leaders on identified staff vacancies to quickly recruit, interview and select applicants to fill positions.
- (Corporate and Allied Health professions).

- Provided full cycle recruiting for exempt professional positions and requisition load averaged 30 exempt positions with an average fill rate of 54 days.

- counseled and guided managers and team members in all areas of human resources policies including policy interpretation.

- facilitated workshops and lunch and learn meetings on resume building and interviewing skills for employees to promote employee engagement.

- One of the facilitators for new hire orientation on a monthly basis.

- Trained over 80-member management team on behavioral interviewing techniques and best practices, conducting workshops and one-on-one coaching sessions that contributed to sound hiring decisions.

- Project Lead on revised job descriptions across all levels and 75+ categories.

- Worked with hiring managers and department leaders to identify qualities of top candidates.

- Managed job fairs and recruiting events to attract the top talent for our open positions.

- Filled more than 400 positions during my tenure.

Education

Bachelor of Science: Business Administration

University of Tennessee - TN