

# JESSICA CLAIRE

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📍 100 Montgomery St. 10th Floor

## SKILLS

- Talent acquisition
- Presentation preparation
- Confidential document control
- Project management
- Customer relations
- Recruiting
- Conflict resolution tactics
- Performance management
- Personnel engagement
- Vendor relations
- Employee relations
- HR services
- Personnel recruitment
- Benefits administration
- Complex problem-solving
- Microsoft Office Suite
- HR policy/procedure development
- Benefits administrator

## EDUCATION AND TRAINING

California Institute of Integral Studies

San Francisco, CA • 04/2011

*Bachelor of Arts:* Interdisciplinary Studies

Bethany College

Scotts Valley, CA • 05/2003

CAADAC: Addiction Studies

## SUMMARY

Qualified Human Resources Specialist / Administrative Assistant with 8+ years of experience supporting HR departmental activities through hands-on approach, team collaboration and relationship building. Versatile professional when facilitating recruitment, hiring, benefits administration and recordkeeping. Knowledgeable in HRIS, ADP and office software such as Excel. I'm a flexible and focused team player with expertise in customer relationship management, HR proficiencies, strategic planning and time management. Considered highly knowledgeable in information technology, and program management.

## EXPERIENCE

Asml N.V. - Human Resources Representative

Hillsboro, OR • 04/2017 - 03/2020

- Supported employees with benefits enrollments by guiding process and answering questions.
- Assisted with outreach and recruitment activities to acquire qualified talent.
- Prepared data and produced various reports using HRIS system.
- Scheduled training events and informed participants of details.
- Updated database with payroll and employee information.
- Provided essential support to address individual HR needs of employees.
- Conducted background checks and orientation, coordinating new employee onboarding process.
- Safeguarded human resource information, maintaining employee confidence and protecting operations.
- Maintained human resources records by processing applications and resumes.
- Assisted candidates with application processes by answering questions about application, performing background checks, providing I-9 forms and handling drug screening paperwork.
- Developed and documented HR procedures to refine processes and drive compliance with policies.
- Assisted with recruitment initiatives by interviewing and talent sourcing.

Scan Healthplan - Mental Health Specialist

Riverside, CA • 03/2004 - 05/2011

- Adhered to HIPAA confidentiality requirements by safeguarding files.
- Created client treatment plans based on assessments and goals.
- Referred clients to external resources for additional support.
- Interviewed clients to gather data of social and psychiatric relevance.
- Counseled patients individually and in group sessions.
- Prepared evaluation reports based on [Type] diagnostic tools.
- Assisted clients in overcoming dependencies, adjusting to change and removing bad habits.
- Performed research tasks to increase knowledge of human behavior and performance.
- Developed treatment plans based on client mental and physical conditions.
- Collected client information through interviews, observations and tests.
- Guided clients in developing skills or strategies for dealing with problems.
- Maintained confidentiality of records relating to clients' treatment.
- Collaborated with mental health professionals and other staff members to perform clinical assessments or develop treatment plans.
- Responded to crisis situations when severe mental health and behavioral issues arose.
- Assisted individuals with stress management, self-esteem and issues associated with emotional and mental health.
- Prepared and maintained required treatment records and reports.
- Acted as client advocate, coordinating required services and resolving emergency problems in crisis situations.
- Encouraged clients to express feelings and discuss happenings in life to help develop insight into themselves or relationships.
- Developed and implemented treatment plans based on clinical experience and knowledge.
- Modified treatment activities or approaches as needed to comply with changes in clients' status.
- Assessed patients for risk of suicide attempts or harmful behavior toward others.
- Counseled family members to assist in understanding, dealing with or supporting clients or patients.
- Counseled clients or patients individually or in group sessions to assist in overcoming dependencies, adjusting to life or making changes.
- Collected information about clients through interviews, observation or tests.
- Referred patients or clients to community resources or specialists.
- Facilitated smooth discharge by encouraging and reassuring clients throughout transitions.
- Gathered and researched information about community mental health needs or resources used in conjunction with therapy.

H&R Block, Inc. - Receptionist

Corpus Christi, TX

- Scheduled and confirmed appointments.
- Answered and directed incoming calls using multi-line telephone system.
- Served visitors by greeting, welcoming and directing to appropriate personnel.
- Updated and recorded customer or client information to maintain accounts.
- Delivered administrative support to team members by making copies, sending faxes, organizing documents and rearranging schedules.
- Maintained daily calendars, set appointments with clients and planned daily office events.
- Sorted incoming mail and directed to correct personnel each day.
- Greeted and directed visitors to appropriate personnel and answered average of [Number] calls and emails daily.
- Scheduled and confirmed appointments and meetings for management team.
- Prepared correspondence, reports and other documents in final formats with correct punctuation, capitalization, grammar and spelling.
- Reported suspicious individuals to supervisor.
- Handled conference room scheduling, collaborating with meeting organizers on logistics and catering.
- Greeted customers, answered general questions and directed to appropriate locations.
- Answered multi-line telephone with polite tone of voice to provide general information and answer inquiries.
- Scheduled appointments and maintained and updated appointment calendars.
- Greeted visitors entering establishment to determine nature and purpose of visit.
- Operated telephone switchboard to answer, screen and forward calls to appropriate personnel.
- Maintained business office inventory and equipment by checking stock for needed supplies.