

# Jessica Claire

📍 Montgomery Street, San Francisco, CA 94105 📞 (555) 432-1000 📧 resumesample@example.com

**SUMMARY** • Driven Human Resource Manager bringing an innovative approach to human resourcemanagement while creating a team-driven environment that fosters room for developmentand growth.

**HIGHLIGHTS** • Guest services • Loss prevention  
• Inventory control procedures • Cash register operations  
• Merchandising expertise • Product promotions

## ACCOMPLISHMENTS

### EXPERIENCE

#### HUMAN RESOURCES MANAGER

##### Proampac | Rocky Mount, VA

- Educated and advised employees on group health plans, voluntary benefits and401(k) retirement plans.Developed and enforced company policy and procedures relating to all phases ofhuman resources activity.Managed all aspects of leave administration, including employee notifications andvendor management, disability programs and health benefits.Developed innovative new-employee orientation programs, including safetytraining.Updated key human resource metrics, including turnover and terminations.Processed unemployment claims and acted as the company representative atunemployment hearings.Managed payroll for an organization of 60 personnel.Maintained weekly scheduling of 60 employees to ensure coverage in all areas of thebusiness.

#### WIRELESS SALES MANAGER

##### Premium Retail Services | Pensacola, FL

- Trained all incoming sales team members.Developed a comprehensive training program for new sales associates.Resolved employment-related disputes through proactive communication.Handled understaffing, disputes, terminating employees and administeringdisciplinary procedures.Developed and facilitated all new-hire orientations.

#### CUSTOMER SERVICE TECHNICIAN

##### Abbvie, Inc | Worcester, MA

- Shared best practices for sales and customer service with other team members to helpimprove the store's efficiency.Resolved all customer complaints in a professional manner while prioritizingcustomer satisfaction.Determined customer needs by asking relevant questions and listening actively tothe responses.Operated a cash register for cash, check and credit card transactions with 100%accuracy.Stocked and replenished merchandise according to store merchandising layouts.

**EDUCATION** • High School Diploma 1996

##### Southern Cayuga Central School, Ridge, NY

## AFFILIATIONS

**SKILLS** • benefits, cash register, credit, customer service, human resource, listening, Organizational, payroll, Personnel, sales, scheduling, store merchandising