

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Well-qualified Human Resources benefit specialist with proven success in improving operations and solving problems. Highly proficient in building lasting relationships with key decision makers, customers, and team members to further company goals. Ready to leverage training and experience to take on new professional challenges.

SKILLS

- Hr Policies
- Onboarding
- Leadership Development
- Talent Development
- Evaluation
- Business Metrics
- Planning
- Talent Review
- Employee Communications
- Sap
- Sales
- Performance Management
- Succession Planning
- Employee Relations
- Talent Assessment

WORK HISTORY

Human Resources Business Partner, 01/2016 - 04/2022

Samsung Sds America – Bethel, PA

- Supported HR functions in HRIS and Workforce Now by ensuring accurate data entry to facilitate recruitments and onboarding. Track and update termination records in ADP Workforce Now.
- Liaised, Developed and maintained strong working relationships with executives, HR team, and hiring managers by reviewing existing policies and procedures to recommend applicable employment regulations compensation strategies.
- Coordinated regular meetings to review new and existing requirements for internship, JPO programs and promote recruitment accordingly.
- Engaged employees and conducted exit interviews to gain complete sense of satisfaction and areas in need of improvement.
- Reduced process lags by accurately managing confidential records for staff members by liaising between multiple business divisions to improve communications.
- Identified HR training needs and conducted training for over 600 employees and leadership while recommending approaches to effect continual improvements in business objectives, productivity within company to reach business goals
- Reviewed annual budget with benchmarks using Microsoft Excel for daily, weekly, and monthly reporting to prevent overages, high turnover, and reach goals highlighted in Work plan.
- Acted as brand ambassador to educate candidates on company culture, career growth, benefits, and advantages of employment.
- Partnered with departmental managers to ascertain hiring needs, post job ads, filter applications, schedule interviews, provide candidates recommendations and draft offer letters.
- Increased audit target by 16% (from 78% to 94%) by completing mandated reports using ADP and implementing processes to correct findings using KPIs, Taleo, HRIS, and workforce Now.
- Collaborated with legal and compliance teams to review paperwork, obtain feedback and procure available information for new training processes
- Oversaw exit interviews and off-boarding process for resigned and terminated employees
- Handled onboarding process for newly hired employees, which included briefing on essential job information, such as company policies, employment benefits, and job duties
- Updated key human resource metrics on turnover and terminations using reporting tools in ADP database
- Performed financial background checks Conducted comprehensive interviews with subjects, employers, associates, references, and other individuals
- Compiled and produced qualified candidates' information for hiring manager review and liaised between parties to coordinate formal, management interviews
- Processed employee claims involving performance issues and harassment.
- Maintained professional knowledge by attending multiple refresher courses and leadership & compliance workshops annually.
- Improved internal control systems by deploying plans for Business continuity and internal team to review and address audit findings (In-House Audit team).
- Observed HR's open-door policy and advised employees accordingly.

Human Resources Associate, 01/2014 - 01/2016

Gamestop Corp. – Bangor, ME

- Enforced workplace safety, offered and supported flexible work arrangement programs, and implemented open communication channels throughout organization.
- Contributed to annual performance appraisals by working with managers to achieve consistency and 98% compliance with established procedures.
- Reviewed existing policies and procedures to make recommendations for enhancing work productivity, recruitment, hiring processes, and talent management.
- Worked with senior leadership in recruiting and evaluated 80% of potential candidates.
- Maintain HR Open Door Policy and provide information to staff as required.
- As staff representative, advocated, guided, encouraged, and supported working groups to identify, and resolve grievances and conflicts up to 68% positive outcome.
- Coordinated and conducted new hire pre-interviews
- Researched payroll, COBRA, disability, and FMLA issues

Executive Coordinator, 01/2011 - 01/2014

Marcus And Millichap – Las Vegas, NV

- Planned, scheduled, and directed daily, weekly and monthly workshops as needed to engage, assess and provide support/guidance to more than 1,100 employees at headquarters and 17 field offices around planning, operations, training, and financial resources.
- Conducted cost analysis on 2800 vendors to increase revenue and ensure that best value for money was obtained and that all contractual obligations were met.
- Prepared weekly financial and productivity reports to assist senior management with key decision making and strategic, operational planning.
- Oversaw expenditures and worked with budget and finance department to curtail over-expenditures by 32%.
- Entered and maintained New hire records into company database using HRIS.
- Maintained confidential nature of all employees and company proprietary and privileged information used or observed while performing job duties.
- Studied guides, samples, and charts to determine setup requirements for each task.
- Conducted research, gathered information from multiple sources and presented results
- Managed on-site evaluations, internal audits, and customer surveys

Banking Center Operation Specialist, 01/2005 - 01/2010

Bank Of America – City, STATE

- Assessed budget plans and present costs to forecast trends and recommend changes.
- Maintained confidentiality of bank records and client information to prevent mishandling of data and potential breaches achieved 96% compliance.
- Adhered to established security procedures and reported potential fraud or safety violations to senior management for immediate recourse.
- Ensured compliance with all Federal, State, and local regulations and policies.
- Drove business development and customer acquisition by devising targeted marketing and promotions plans.
- Trained new sales personnel on company policies, customer acquisition strategies, and successful sales techniques.
- Delivered all money exchange products to customer locations within specific time frames.
- Developed team communications and information for meetings
- Created plans and communicated deadlines to ensure projects were completed on time

EDUCATION

Bachelor of Science: Business Administration And Management, 05/2017

SUNY Farmingdale - Farmingdale, NY