

# JESSICA CLAIRE

100 Montgomery St. 10th Floor  
(555) 432-1000 - resumesample@example.com

## PROFESSIONAL SUMMARY

---

Human Resources Executive with over 7 years of experience in corporate environments. Strong background in hiring, training and dismissal processes. Strong organizational, analytical, and interpersonal skills to connect effectively with various levels of employees.

## SKILLS

---

- Conflict Resolution
- Leadership
- Documentation
- Safety
- Selling
- POS system knowledge
- Benefits and compensation
- Training development
- Recruitment
- Pre-Employment Screening
- Written Communication
- Critical thinking
- Microsoft Office

## WORK HISTORY

---

- 06/2013 to Current **Human Resources**  
**Abm** – Norcross, GA
  - (7 years 3 months +)
  - Maintained company compliance with all local, state and federal laws, in addition to establishing organizational standards.
  - Developed and executed HR policies and programs, workforce and job development, recruitment and hiring, compensation and benefits and employee and labor relations to build staff-focused human resources office culture.
  - Liaised between multiple business divisions to improve communications.
  - Developed succession plans and promotion paths for all staff.
  - Fostered cross-functional relationships to connect managers and employees and improve overall efficiency.
  - Conducted investigations and assisted with handling employee complaints including Affirmative Action and EEOC to promote equitable workplace.
  - Evaluated human resources structure and plan for continual improvement and offered individuals professional and personal growth opportunities.
  - Wrote employee manual to cover company policies, disciplinary procedures, code of conduct and benefits information.
  - Performed administrative and customer service functions by responding to general employee inquiries, addressing employee relations issues and scheduling meetings.
  - Participated at strategic and operational level to develop and strengthen human resources services, relationships and mission.
  - Directed hiring and onboarding programs for new employees.
  - Educated employees on company policy and kept employee handbook current.
  - Maintained optimal staffing levels by tracking vacancies and initiating recruitment and interview processes to identify qualified candidates.
  - Administered or changed benefits, health plans and retirement plans by request or during open enrollment periods.
  - Assessed training needs and coordinated learning and development initiatives for 80 employees.
  - Coordinated and engaged with leadership in planning and organizing calendars, events and activities.
  - Conducted company-wide town hall meetings to convey updates.
  - Interviewed potential hires, negotiated salaries and benefits, and performed reference checks.
- 11/2013 to Current **Lead Sales Associate**  
**Palmer Donavin** – Beloit, WI
  - (6 years 10 months +)
  - Reported sales data to upper management as directed.
  - Studied product and local markets to adjust sales pitches and adapt strategies for optimized sales.
  - Monitored sales processes to identify areas in need of improvement and implemented systems to rectify issues.
  - Monitored sales team performance and provided constructive feedback.
  - Provided exceptional customer service to foster client loyalty and satisfaction.
  - Promoted brand awareness and utilized networking to increase brand development.
  - Trained new employees on customer service, money handling and organizing strategies.
  - Served customers with knowledgeable, friendly support at every stage of shopping and purchasing.
  - Completed efficient store resets to prepare store for special promotions and seasonal updates.
  - Informed customers of promotions to increase sales productivity and volume.
- 03/2012 to 06/2013 **Sales Manager**  
**M/I Homes** – Tampa, FL
  - (1 year 4 months).
  - Managed Fine Jewelry, Fashion Jewelry, Handbags, Cold Weather and Cosmetics.
  - Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
  - Held weekly meetings with sales associates to identify techniques to overcome sales obstacles.
  - Identified, hired and trained highly-qualified staff by teaching best practices, procedures and sales strategies.
  - Coached employees in successful selling methods and encouraged cross-selling to drive revenue.
  - Monitored metrics and marketing investments to assess performance and implement continuous improvements.
  - Maintained relationships with customers and found new ones by identifying needs and offering appropriate services.
  - Organized promotional events and interacted with community to increase sales volume.
  - Handled all customer relations issues pleasantly, enabling quick resolution and client satisfaction.

08/2010 to 12/2011 **Residence Hall Coordinator**

**Edinboro University Of Pennsylvania** – City, STATE

- Supervised diverse staff of 6 resident assistants and 8 work study students
- Adjudicated students for conduct violations and served on call rotation to respond to building and campus wide incidents
- Provided special services such as alcohol and drug prevention programs and classes to teach students to handle conflicts without resorting to violence.
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Completed all paperwork, recognizing any discrepancies and addressing them quickly.
- Created plans and communicated deadlines to ensure projects were completed on time.

## EDUCATION

---

- 12/2011 **M.A: Managerial and Leadership Communications**  
**Edinboro University Of Pennsylvania** - Edinboro, PA
- 06/2009 **B.A. Degree: Organizational And Interpersonal Communication**  
**University Of Mount Union** - Alliance, OH