

# Jessica Claire

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## Professional Summary

Driven Human Resources executive with 16 years of experience bringing an innovative approach to the function. Focused on creating a team environment that fosters room for development and growth.

## Skills

- HR Strategy & Operations
- Team Building & Development
- Thought Leader in HR Innovation
- Proven Success in Leading Large Teams Across Broad Geography
- Talent Acquisition & Retention
- Organizational Development
- Change Management

## Work History

Human Resources Associate, 08/1999 to 08/2002  
Century Linen & Uniform – Johnstown, NY

National Recruiting Manager, 02/2005 to 04/2006  
Starbucks Coffee Company – City, STATE

- Developed short and long-term strategic and operational recruiting plans to ensure high-level talent was recruited for entry-level through executive level nationally-based positions within the Foodservice, Licensed Stores, and Human Resources Organizations across Starbucks brands.
- Challenged and inspired a team of recruiters to achieve business unit goals. Supported the turnaround of the team by hiring and developing the group to achieve levels of success not previously achieved.
- Creation of training opportunities for client groups in the areas of sourcing, interviewing, qualifying, hiring, and on-boarding top talent into the organization.
- Implemented reporting tool to ensure clients were apprised of most up to date status with regard to all applicants and candidates. Managed execution and results for all client groups to ensure appropriate service levels were being achieved.
- Work with multicultural organizations to establish relationships nationwide with community based organizations (CBOs) for workforce planning and training.

Area Human Resources Manager & Corporate Human Resources Manager, 09/2002 to 01/2009  
Starbucks Coffee Company – City, STATE

- Respond to, address and follow up on employee relations issues (performance management consultation, compensation, benefits, conflict mediation, etc.).
- Conduct prompt and thorough investigations. Offer consistent recommendations based on compliance with Starbucks policies and applicable state and federal employment laws
- Responsible for leading the Human Resources function for over 200 retail store locations and several business units in the corporate office. Set strategy for Human Resources support for the areas.
- Conduct needs assessment, offer consulting services, trend analysis, counsel, and training to the area and district level leadership teams
- Create, design, and implement area-wide initiatives and training programs. Activities include development of project plans to include project scope and timelines, leadership of project teams, facilitation and training on created materials

## Education

Bachelor of Arts: Sociology & Human Resources Management , 1998  
California State University Long Beach - Long Beach, CA

Masters in Human Resources: Current  
Colorado State University - Greenwood Village, CO

## Accomplishments