

# JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

## SUMMARY

Talented Human Resources Professional passionate about training and development and supporting all functions of human resource department. Expert in building relationships with employees to support corporate culture and determine needed training resources. Handles complex employee needs and builds quality workforces.

## SKILLS

- Training and Development
- New Employee Orientations
- HR Policies and Procedures Expertise
- Human Resources Management
- Performance Management
- Harassment Investigation
- Payroll Expertise

## EDUCATION AND TRAINING

NHTI - Concord's Community College  
03/2022

*Certified Recovery Support Worker Certification*

Perdue University  
Lewiston, ME • 01/2006

*Associate of Applied Science:*  
Paralegal Studies

## CERTIFICATIONS

- CPR/First Aid/Blood Borne Pathogen
- Diversity, Equity and Inclusion in the Workplace
- Wage & Hour Compliance
- COVID-19 Contact Tracer
- Mastering the Change of Curve and Managing Transitions
- Video Display Terminal Trainer
- OSHA/Vehicle Ergonomics OSHA Recordkeeping

## EXPERIENCE

### Universal Health Services - Human Resources Coordinator

Fallon, NV • 02/2020 - Current

#### *Key Results:*

- Fostered a teamwork environment conducive to positive dialogue across the organization.
- Revised employee manual covering company policies, disciplinary procedures, driving safety, attendance, recruiting and onboarding and benefits information.
- Devised creative and cost-effective incentive and morale-boosting programs (including special events and a tiered awards structure) that increased employee satisfaction and productivity.
- Played a key role in ensuring the successful launch of a new HRIS system. Structured and implemented policies and processes that adopted company-wide.
- Trained 13-member management team on recruiting, communication, delegation, time management, coaching and diversity and inclusion by creating training content, conducting workshops and coaching sessions that contributed to increased employee moral, accountability, and improved company culture.
- Reworked new-hire orientation program to include HR information and company resources.

### Chromalloy Gas Turbine - Human Resource Coordinator

Tampa, FL • 07/2019 - 02/2020

#### *Key Results:*

- Liaise with Payroll department, benefits broker and carriers to resolve employee payroll and benefits matters • Serve as a consultant for difficult situations; provide best practices to workplace disputes, coach and drive positive organizational change, and maintain high ethical standards and confidentiality.
- Managed HRIS system and assisted employees at all levels with work related issues including FMLA, workers' compensation, benefits, career development and employee relations issues.
- Administered on-boarding process for new employees and new-hire orientation program increasing new-hire documents completion by 75%.

### Thrivent Financial For Lutherans - Office Manager

Livermore, CA • 02/2012 - 07/2019

#### *Key Responsibilities:*

- Facilitated Human Resources (HR) functions, including on-boarding, new hire orientations and trainings; scheduling and conducting interviews, payroll, and managing all correspondence.
- Facilitated administrative functions, answered phones, order data entry, accounts payable/receivables, office supply inventory.

## COMMUNITY SERVICES

- Central Maine Human Resources Association, Co-Programming Chair January 2022 - December 2024
- Maine Prison Re-Entry Network, Board Member October 2021 - Present
- Make A Home Foundation Inc, Director of Human Resource & Accounting March 2009 - November 2011
- CASA - Court Appointed Special Advocate April 2006 - August 2008