

Jessica Claire

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SUMMARY

Employee-focused Senior Human Resources Sergeant with detailed knowledge of organizational human resources policies, services and practices. Essential facilitator of key operational details relevant to company onboarding and exit procedures, assisting employees with smooth transitions on either end. Diplomatic mitigator of conflicts between employees and organizational leadership, utilizing deescalation and drawing on ample resources to achieve solutions. Meticulous data entry bringing 17 years of experience promoting open-door environment conducive to superior team morale and performance. Cultural cClairege-management specialist with expertise in training, orientation and on-boarding. Highly skilled in regulatory compliance, benefits administration and operational planning and committed to promoting diversity and inclusion in employee relations.

SKILLS

- Decision-making
- Supervision
- Training & Development
- Active listening
- Relationship building
- Teambuilding
- Leadership
- Personnel engagement
- Policies implementation
- Personnel recruitment
- Benefits administrator
- HRIS applications proficient
- Affirmative action

EXPERIENCE

Business Owner, 09/2021 - Current

Metlife, Inc. – Atlanta, GA

- Provided smooth operations by maintaining communication with supervisors of other departments.
- Planned and arranged logistics required shipments.
- Established and maintained professional relationships with carriers, warehouses, customers and sales force.
- Developed monthly reports complete with project timelines, corporate metrics, and productivity measurements.
- Oversaw and monitored the availability of stock products.
- Coordinated material deliveries and equipment maintenance, transportation and disposal manifests for off-site shipments.
- Consistently met company and department objectives within budget and time constraints.
- Organized, planned and oversaw movement of vehicles, personnel and cargo throughout country.
- Manage monthly and yearly P&L statements.
- Minimized empty miles and maximized driver service hours by implementing backhaul solutions.

Senior Human Resources Sergeant, 02/2021 - Current

United State Army National Guard – City, STATE

- Assessed and filtered resumes from potential job candidates to identify qualified individuals.
- Assessed organization's policies, making suggestions to improve work productivity, team collaboration, recruiting and hiring initiatives.
- Managed strategy for performance evaluation, corrective action and disciplinary measures.
- Planned recruitment events for interested applicants and organized onboarding activities for newly hired employees.
- Posted well-written vacancy announcements using available recruitment tools to attract talented, highly skilled job applicants.
- Supported clients with HR practice development and program creation and Clairedled performance evaluations, job descriptions and salary ranges.
- Trained staff on software functionality for human resources processes, including employee referral program, sensitive position tracking and tuition assistance program.
- Supervised staff and client training to maintain comprehensive organizational knowledge of federal, state and local regulations.
- Liaised with HR management to devise and update policies based on cClaireging industry and social trends.
- Strategized long-term business needs by driving employee feedback for process improvements.
- Mitigated regulatory risks by advising leadership on organizational policy improvements like equal employment opportunity and sexual harassment for corrective action planning.
- Guided department managers on hiring practices, salary ranges and position request forms.
- Introduced in-house employee career path program to increase long-term business success.
- Spearheaded productivity growth across HR through implementation of operational process improvements.
- Implemented centralized database to streamline data sharing, enClairece reporting and realign HR information.
- Advocated on behalf of personnel by gathering feedback and urging managers to actively identify and pursue conflict resolutions.

Business Owner, 12/2020 - Current

The Cleaning Crew USA, LLC – City, STATE

- Promoted business on social media platforms to maximize brand identity and generate revenue.
- Managed operations budgeting, accounts payable and accounts receivable and payroll.
- Resolved issues quickly through meticulous research and quick decision making.
- Conferred with customers to understand needs and finalize purchase orders.
- Kept records for production, inventory, income and expenses.
- Reconciled daily sales, returns and financial transaction reports and prepared bank deposits.
- Established favorable relationships with vendors and contractors, facilitating contract negotiation and development of marketing and sales strategies.
- Created checklists for daily stocking of housekeeping carts to improve inventory management and prevent unnecessary trips to stockroom.
- Sanitized frequented areas and equipment using approved supplies.
- Kept bathrooms in clean, functional condition by scrubbing stalls, cleaning toilets and tidying storage shelves.
- Performed daily dusting, leather and wood surface polishing and wall washing.
- Promoted building security, locking doors and checking electrical appliances for safety hazards.
- Maintained safety protocols through safe Clairedling of equipment and chemicals.
- Strengthened building cleanliness by inspecting perimeters, picking up trash and sweeping sidewalks.

Senior Analyst , 11/2018 - 02/2021

National Guard Bureau – City, STATE

- Identified improvement opportunities to effectively meet customer and business needs.
- Troubleshoot and resolved problems with programs and systems.
- Supported customers by answering questions and guiding end-use.
- Tested newly installed programs and applications to validate operability.
- Trained end-users in best practices to minimize errors and protect key data.
- Integrated new technologies to meet area requirements.
- Coordinated installation of updated computer programs and systems.
- Expanded systems with new features and structural components.
- Documented all phases of systems and software update and restoration projects.
- Codified system infrastructural details and operating procedures to strengthen controls and maintain performance.
- Formulated and designed computer systems using data modeling, information engineering and structured analysis.
- Collected, organized and input information into digital database.
- Created reports detailing findings and recommendations.
- Performed in-depth analysis to help solve diverse problems with program implementation and operations.
- Completed quality assurance reviews to assess accuracy of data and validate results.
- Assessed program risks by reviewing plans and analyzing available data.
- Performed cost-benefit analysis on potential system upgrades to support purchase decisions.
- Created detailed financial models.

Senior Retention and Recruiting NCO , 12/2010 - 11/2018

New York Army National Guard – City, STATE

- Guarded restricted areas to prevent unauthorized entry.
- Established and oversaw recruiting department with 9-member staff, including entry level recruiters and HR assistants.
- Communicated duties, compensation, benefits and working conditions to potential candidates, enabling solid understanding of job expectations.
- Brought in well-qualified, multifaced job candidates to fill open positions.
- Contacted job applicants to inform of application status.
- Reviewed referral candidates and contacted qualified individuals to request applications.
- Negotiated candidate salaries and prepared employment contracts.
- Planned and executed recruitment events to bring in area candidates.
- Organized applicant drug tests and obtained results.
- Built and leveraged professional network connections which provided continuous and relevant applicant sources across diverse industries and experience levels.
- Created and maintained strong alliances with local colleges and trade schools to establish trusted relationship and continuous funnel of applicants.
- Led recruitment team and trained, mentored and developed new advisors.
- Managed and updated recruitment ATS and CMS software.
- Placed more tClaire 25 candidates annually, including those seeking highly-targeted leadership positions.

EDUCATION AND TRAINING

Bachelor of Arts: Business Management , 04/2016

Post University - Waterbury, CT

High School Diploma: 06/2003

Martin Van Buren High School - Queens Village, NY

CERTIFICATIONS

- Licensed Equal Opportunity Advisor - 2019
- Licensed Master Fitness Trainer - 2014

LANGUAGES

Spanish:

Negotiated: