

# Jessica Claire

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## PROFESSIONAL SUMMARY

Goal-oriented Human Resources Professional years of experience in training protocol development and policy implementation. Strong financial acumen with demonstrated success in budget development and adherence. Accustomed to analyzing company needs and developing long-term solutions to meet personnel objectives.

## SKILLS

- Relationship-Building
- Compensation and benefits
- Payroll coordination
- HR Compliance/Compensation/Benefits
- Analytics and Data Analysis
- Policy and procedure development
- Position Classification Management
- Project Management

## WORK HISTORY

### HUMAN RESOURCES ANALYST 2013 to PRESENT

#### Ardent Health Services | Amarillo, TX

- Build strong relationships with senior management, hiring managers and business partners.
- Ensuring compliance for variety of personnel actions approved and processed through Human Resources Compensation Management System for 87 Trial Court locations.
- Advise managers on best practices, organizational policy matters and recommend needed changes.
- Develop semiannual reports for Clerks and Judges.
- Assist with matters of hiring, on-boarding, compensation, leave request, part-time requests, classification and other employee relations issues.
- Assist with State Wide Probation Officer and Court Officer entrance and promotional exams.
- Develop Risk – Management Occupational reports for Trial Court Security Department.
- Developed and streamlined communication process through Trial Court as it pertains to Industrial Accidents, Workers Compensation, and Assault Pay
- Process and analyze reports of Injury for Trial Court Employees, participate in best practice monthly meetings with HRD Workers Compensation Office and Litigation Unit to determine and approve investigations, surveillance and or settlements for open Workers Compensation cases.
- Developed KPY and EDR reports and provide statistical analysis for indemnity payments, settlements and lost time claims and report Trial Court Service Level Agreement monthly metrics.
- Responsible for position Classification of all none-management positions, evaluate employees' work histories to determine salary placement and experience credit for new hires and existing employees based on Trial Court Compensation Guidelines
- Develop Progress reports and Standard Operation Procedure for Trial Courts reclassification system.

### CLIENT BENEFITS/FUND SPECIALIST 2012 to 2013

#### Vinfen Corporation, Massachusetts Mental Health | City, STATE

- Tracked all pending authorizations to resolve discrepancies and avoid revenue loss.
- Reviewed outstanding requests and redirected workloads to complete projects on time.
- Maintained confidentiality of patient finances, records and health statuses.
- Communicated verification and authorization status updates with Social Security department to facilitate decision-making for patient admissions and insurance coverage.
- Acted as lead subject matter expert, answering internal and external questions and inquiries.
- Managed current day-to-day needs (i.e., food, clothing, shelter, medical expenses) for 300 beneficiaries.
- Conducted audits for individual accounts for discrepancies, embezzlement and other misuses of funds
- Developed and implemented performance improvement strategies and plans to promote continuous improvement
- Implemented improvements in manual and electronic billing procedures.
- Demonstrated respect, friendliness and willingness to help wherever needed
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork

### ACQUISITIONS MANAGER 2004 to 2010

#### Suffolk University Law School | City, STATE

- Implemented policies to reduce cost and eliminate waste.
- Decreased material expenses by 45 % by managing tracking and supply.
- Oversaw multi million budget and all purchasing needs for Law Library, Faculty allotment and various expenses within company.
- Adjusted procedures as needed to maximize department effectiveness.
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- Assessed areas of service concern and developed improvement plans
- Managed team of 5 employees, overseeing hiring, training, and professional growth of employees

## EDUCATION

#### Master of Science | Criminal Justice

#### Suffolk University, Boston, MA

#### Bachelor of Arts | Political Science

#### Northeastern University, Boston, MA

#### Bachelor of Science

#### Technical Engineering School, Yugoslavia

#### Bachelor of Arts

#### College of Professional Studies, Germany

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## ACCOMPLISHMENTS

- \*HR -to- Employee Ratio study conducted to determine the effectiveness of the Human Resources Department. Study resulted in 50 % staffing
- \*In the first two months after tasked with Reclassification Process Redesign I eliminated backlogs, established reclassification Operating Procedure and increase productivity by 800%. Successfully changing average processing time from 56 days to 6 days, eliminating 86% waiting time for reclassification processing.
- \*Workers Compensation Developed communication process through the Trial Court as it pertains to the Industrial Accidents, Workers Compensation, and Assault Pay. Developed first ever Performance Indicator Report and Comparative Analysis.
- \*Temporary Promotion to Fiscal Administrator–Contracts; where I was working with the Facilities Management closing the fiscal year and reviewed all planned and unplanned service repair contracts under provision of Ch.477, Ch.30 Sec.39M and Ch. 149.
- Recognition:**
  - Suffolk University Law School Employee Excellence Award,
  - Vocational Services ESL Teacher -Excellence Award 2011 and 2013

## CERTIFICATIONS

- New England ADA Learning - Certificate of Achievement
- Overview of Disability Rights Course and ADA Title
- Certificate in Business Ethics-Advanced: Ethical Leadership
- Certificate in An Overview of Employment Liabilities
- Certificate of Course Completion in Worker's Compensation 101
- Certificate in Contract Management-Course for Success
- The Professional Paralegal Program - Paralegal Certificate 2003

## ADDITIONAL INFORMATION

- \*Office of Special Counsel for Immigration Related Unfair Employment Practices
- \* The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- \* MassaCareers Track Hires Training and Data Quality Checking
- \*Commonwealth of Massachusetts Group Insurance Commission Training