

JESSICA CLAIRE

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SUMMARY

Detailed-oriented Human Resources Manager with experience in Payroll and Human Resources Employee Relations. Excellent time management skills and problem-solving skills. Ability to make independent decisions and team-player. Seeking position for a Human Resources Generalist or Recruiter position.

SKILLS

- Payroll administration
- Employee engagement
- Compliance
- Recruitment and hiring
- People skills
- Staffing and recruiting professional
- Microsoft Office
- Communication
- Organization
- QuickBooks
- Leadership and Management
- Customer Service
- Applicant Tracking System
- HIPPA for Human Resources Professional
- ADA Title I
- CHRO Sexual Harassment Prevention Training
- Conflict resolution
- Multitasking
- Employee relations
- Working collaboratively
- Time management

EXPERIENCE

08/2021 to Current Human Resources Manager

Ols Hotels & Resorts – West Hollywood, CA

- Writing term letters and arbitration letters.
- Managed full-cycle human resource operational activities to maximize HR employee performance.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Organized and maintained payroll information by entering data, deleting errors, calculating and collecting information.
- Gathered timesheets to prepare weekly payroll data for processing by payroll coordinator.
- Maintained records of personnel documents, including payroll forms, leave notifications, employee files, benefits information and workers' compensation files.
- Conducted background checks, reference checks and employment verification.
- Conducted employee hiring and exit interviews.
- Researched employee relations issues and conducted meetings with employees and supervisors.
- Coordinated training schedules and filed crucial administrative paperwork.
- Assisted customer service with inbound and outbound calls regarding human resources inquiries.

02/2014 to 08/2021 Medical Technologist

Catholic Health Initiative – Grafton, ND

- Consulting with staff at other medical facilities, to resolve complex serologic problems and providing special units to transfusion recipients.
- Performing maintenance, repair and validation of laboratory equipment.
- Managing reagent inventory ordering, receiving, inspection and preparation.
- Performing and interpret independent basic and complex donor and/or patient testing procedures and complete required quality control, as appropriate to state and federal regulations.
- Recognize testing irregularities, identify the cause, determine the solution and resolve the problem or refers it to the appropriate level.
- Maintain, edit and review computer and manual records to assure accurate record keeping.
- Maintain accurate, legible and complete records.
- Provided medical technology information by answering questions and requests.
- Maintained lab equipment and troubleshoot instrument problems.
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- Monitored workflow and schedules to ensure timely delivery.
- Developed effective scheduling processes to achieve production objectives.
- Managed schedules of team of 7 personnel to keep shifts properly staffed.
- Investigated safety incidents and drafted reports detailing results.
- Assessed and responded to risks and quickly resolved issues to promote safe and productive workplace.
- Responded to emergency situations in most efficient, effective ways possible.
- Examined hazardous incidents and accidents to uncover causes and provided corrective actions.
- Quickly responded to and resolved issues to keep workplace safe and secure for all personnel.

07/2013 to 01/2014 Medical Technologist Generalist

Quest Diagnostics – Blue Ash, OH

- Analyzed specimens by means of approved testing procedures.
- Demonstrated ability of working independently, virtually error free and during heavy workload.
- Interpreted results and related them to the clinical history of the patient.
- Conducted multiple tests at once using automated equipment and computerized instruments.
- Reviewed test results to confirm accuracy and diagnosed causes behind irregular findings.
- Planned and carried out regular maintenance on equipment by following procedures and manufacturers' guidelines.

09/2010 to 05/2013 Lab Assistant

Northland Laboratories – Chicago, IL

- Handles and prepare laboratory specimens for testing and transport.
- Provided supervision for weekend teams.
- Multi-tasked and able to assist co-workers with questions that arise.
- Sanitized workstations and instruments to avoid cross-contamination.
- Expertly procured and processed specimens for laboratory staff.

EDUCATION AND TRAINING

06/2009 Bachelor's Degree: Biology, Medical Lab Science

State University of New York, Quinnipiac University - Albany Albany, Hamden, NY, CT

05/2012 Master of Science: Clinical Laboratory Science

Quinnipiac University - Hamden, CT

05/2013 Certification in Clinical Laboratory Science

University of Hartford