

# Jessica Claire

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**SUMMARY** My objective is to contribute to my department and organization by implementing my skills and experience to be a great asset to my team and organization as a whole. I am looking for an organization that I can learn tremendously and grow as an individual and within the company.

**SKILLS**

- Active Listening
- Communication
- Computer
- Customer Service
- Interpersonal
- Leadership
- Management
- Problem-Solving
- Time Management
- Transferable
- LMS
- HRIS
- Google Suites
- Microsoft Office Suites

**EXPERIENCE** **LEARNING MANAGEMENT SYSTEMS ADMINISTRATOR** 03/2019 to 01/2020

**Ashley Furniture | Gilbert, AZ**

- Learning and Development.
- Manage LMS (ComplianceWire) For Global R&D.
- Provide services to departments in their physical location but are responsible for assigned duties that support the business without regard to locale.
- Creation and assignment of training profiles; managing learning content within the system; creating and running applicable reports.
- Conduct work activities in compliance with all relevant regulations, ICH, PhRMA, CFR and ISO guidelines as well as all Allergan policies, and procedures.
- Routine contacts within and outside of Global R&D including Biologics, Clinical Development, Device, Drug Development Operations, Medical Affairs, Non-Clinical and Translational Sciences, Pharmaceutical Development, Pharmaceutical Sciences Strategy, Project Management & Planning, Quality Assurance,.
- Regulatory Affairs & Medical Writing, Research and Scientific Innovation, and Safety, and External interfaces that include: industry groups, various contract research organizations and other vendors or consultants.
- Assist with the onboarding process of newly hired employees utilizing (Workday Department, Learning and Development.
- Manage LMS (ComplianceWire) For Global R&D.
- Provide services to departments in their physical location but are responsible for assigned duties that support the business without regard to locale.
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- Regulatory Affairs & Medical Writing, Research and Scientific Innovation, and Safety, and External interfaces that include: industry groups, various contract research organizations and other vendors or consultants.
- Assist with the onboarding process of newly hired employees utilizing (Workday).

**LEARNING MANAGEMENT SYSTEMS ADMINISTRATOR**

07/2017 to 08/2018

**Ashley Furniture | Marietta, GA**

- Implement the new process of acquiring, storing and uploading job descriptions.
- Training Department, Learning and Development.
- Author, coordinate, and execute curriculum and training tasks for new hires and consultants.
- Work with a cross-functional team to develop training curricula and training material, such as quizzes.
- Update each department's Organizational Chart, showcasing all rankings and relationships of each position within all departments.
- Reviewing current Job Descriptions.
- Consolidating existing-
- Collate and merge the information onto the new template.
- Upload the new information into database.
- Revise Organization Chart.

• Analyze a specific database, scanning for all new employees and employees that require new training and/or curriculum, for their current or new position.

• Assists internal customers and training coordinators in resolving issues related to ComplianceWire.

• Support LMS (ComplianceWire) projects and initiatives that typically require extensive systems integration large teams and multiple technical platforms, with global implications.

• Create curriculum and training groups, for certification and recertification for new and current employees.

• Multiple contract extensions due to exceptional review and work ethic.

• Additional responsibilities, including manufacturing certification integrations pertaining to certain positions.

• Performs other duties assigned as needed.

**ESCALATION SPECIALIST**

09/2015 to 06/2017

**Alloy | Remote, OR**

• Project Management within the department, given by management and Consumer Support Reps.

• Activities Committee member, which delegates the team building and celebratory events in the department.

• In addition to the job description for Consumer Support Rep, I also take all escalations to determine the severity of the issue (Via SalesForce).

• I continue to take chats and calls, but I have also been designated to manage emails that are sent to our department, from consumers who weren't able to contact us via chat or telephone.

• Quick Resolution Team (QRT), assembled to act as admin assistants in the department, to acquire and analyze all escalations forwarded by our department, and others.

• Effectively deal with a variety of conflicting issues and diplomatically solve those issues.

• Promotion from Customer Service Rep.

• Listens to and fulfills consumer's product information needs and provides consumer perspective enhancing development of new products, programs and services.

• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.

• Fulfils requests by clarifying desired information; completing transactions; forwarding requests.

• Technical and software support for Avery Design and Print.

• Template manipulation online and offline for consumers with software and product issues.

• Phone and online chatting assistance for labels, tags, dividers, and badges.

• Provide software solutions that help small businesses and consumers design online or download templates to digitally print labels, tags, dividers, badges and specialty card products.

**RECRUITMENT ASSISTANT**

06/2006 to 01/2015

**Bryanligh Medical Center | Lincoln, NE**

• Responsible for analyzing resumes that are submitted by candidates for hard to fill and entry level positions.

• Provide feedback to Recruiters, manage qualified in the RSS/Taleo System according to their status in the hiring process.

• Coordinate interviews with candidates and Recruiters.

• Administered several new protocols and formations to enhance the recruitment experience, as well as, ensure a higher quality of customer service in order to make the hiring process more consumer friendly and time efficient for the recruiting staff.

• Responsible for managing all front desk functions including greeting visitors, directing high volume phone calls and walk-in inquiries to appropriate personnel.

• While providing exceptional customer service to internal and external customers.

• Provide administrative support to the Recruitment and Human Resources Staff.

• Trained to support, execute and manage New Hire Onboard Screening, including I-9 and drug test verification.

• Work directly aside Recruiter and Recruitment Manager.

• Familiar with Benefits, Compensation, Tax information, FMLA, LOA, Workers Comp, and other employee relations.

• (PeopleSoft).

• Schedule and proctor qualified candidates for the Qualified Bilingual Staff (QBS) Program.

• Extract the current internal Union requisitions, and post them on the display board, for multiple locations daily.

• Experience with marketing/sourcing techniques to include: lead generation, internet, cold calling, college alumni.

**EDUCATION AND TRAINING**

**Bachelor of Arts | Human Resources Management**

**California State University - Bakersfield, Bakersfield, CA**

• Bakersfield

• Bakersfield, Ca,

• Some college credits.

**High School Diploma | General Education, Business Administration**

06/2003

**Norwalk High School, Norwalk, Ca**

**ACTIVITIES AND HONORS**