

# JESSICA CLAIRE

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 100 Montgomery St.  
10th Floor

## SKILLS

- Staffing Documentation Maintenance
- Recruitment Oversight
- Relationship Building
- Processing Personnel Records Compilation
- Onboarding and Training
- Verbal and Written Communication
- Explanation of Benefits
- Personnel Documentation Verification
- Company Policies and Procedures Training
- Personnel Reports Preparation

## EDUCATION

**Waukegan High School**  
Waukegan, IL • 06/2010

*High School Diploma*

## PROFESSIONAL SUMMARY

Responsible HR Assistant with strong knowledge of office administration and common human resources operations. In-depth understanding of customer service, data entry and file management. Highly skilled in reviewing policies and suggesting actionable improvements aligned with industry best practices.

## WORK HISTORY

### Brown Paper Goods - Knowledgeable Human Resources Administrative Assistant

City, STATE • 04/2020 - Current

- With extensive experience in recruiting phone interview screening and reference checking.
- Managed team of 150 employees, overseeing hiring, training, and professional growth of employees
- Proved successful working within tight deadlines and fast-paced atmosphere
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment
- Oversaw daily operations to ensure high levels of productivity
- Prepared variety of different written communications, reports and documents to ensure smooth operations
- Demonstrated respect, friendliness and willingness to help wherever needed
- Improved operations through consistent hard work and dedication
- Participated in team-building activities to enhance working relationships
- Maintained excellent attendance record, consistently arriving to work on time
- Answering employee questions
- Processing incoming mail
- Creating and distributing documents.
- Providing customer service to organization employees.
- Serving as point of contact with benefit vendors/administrators.
- Maintaining computer system by updating and entering data.
- Setting appointments and arranging meetings.
- Maintaining calendars of HR management.
- Compiling reports and spreadsheets and preparing spreadsheets.
- Participating in recruitment efforts.
- Posting job ads and organizing resumes and job applications.
- Scheduling job interviews and assisting in interview process.
- Collecting employment and tax information.
- Ensuring background and reference checks are completed.
- Preparing new employee files.
- Overseeing completion of compensation and benefit documentation.
- Orienting new employees to organization (setting up designated log-in, workstation, email address, etc.).
- Conducting benefit enrollment process.
- Administering new employment assessments.
- Serving as point person for all new employee questions.
- New hire processing (I-9, W4 and company policies processing) Payroll and Benefits
- Administration.
- Processing payroll, which includes ensuring vacation and sick time are tracked in system.
- Answering payroll questions.
- Facilitating resolutions to any payroll errors.
- Participating in benefits tasks, such as claim resolutions, reconciling benefits statements, and approving invoices for payment Record Maintenance.
- Maintaining current HR files and databases.
- Updating and maintaining employee benefits, employment status, and similar records.
- Maintaining records related to grievances, performance reviews, and disciplinary actions.
- Performing file audits to ensure that all required employee documentation is collected and maintained.
- Performing payroll/benefit-related reconciliations.
- Performing payroll and benefits audits and recommending any correction action.
- Completing termination paperwork and assisting with exist interviews.

### ALLSTAFF - Staffing Supervisor/Recruiter

City, STATE • 06/2015 - 04/2020

- Contact customers daily and assure their staffing needs are achieved.
- Develop recruiting plans and network to proactively fill upcoming and current open needs.
- Conduct and manage interviews for candidates.
- Ensure new employees have background checks, drug screens and other new hire paperwork completed prior to working.
- Onboard new hires through training and management.
- Manage any performance issues or employee relations issues for assignment-based employees.
- Complete daily activity reports and administrative work related to hiring and tracking hours and payroll.

• Attend safety meetings and provide training weekly to property team.

• Determine staffing needs based on workload and schedules staff accordingly.

• Completed weekly payroll for 100 employees

• Supervised 10 administrative team members and provided constructive feedback, resulting in higher morale and increased employee retention

### MVP Staffing - On Site Coordinator

City, STATE • 10/2011 - 06/2015

- Employee Support: Monitoring and troubleshooting missing hours, and other payroll issues and concerns for employees.
- Order Management: Responsible for placements, activate and deactivate employees on correct job orders through Temp Plus.
- Monitor pay rate changes as requested.
- Acknowledge requests for new hires, cancellations, employment verification requests, etc.
- Responsible for closing and creating new job orders as needed.
- Perform paperwork associated with all processes within process of hiring.
- Input time collection, payroll process/data entry, validations, adjustments, and retro pay.
- Created job descriptions and posted on various websites to attract new candidates within targeted market.
- Pay distribution: collected and distributed direct deposit and E-pay forms as needed.
- Sort expired/unclaimed checks and sent back to corporate office with detail spreadsheet with information for both of our records.
- Conducted training to all new/returning employees.
- Responsible for planning and recruiting employees.
- Reporting: supplying total amount of hours for employees placed into different job orders and/or departments; all upon client's request.
- Aid with internal audits to our existing accounts, i.e., employee training records.
- Various Office Duties: assist with backing up front desk and incoming call flow.
- Memorandum processing (English/Spanish translation).
- Coordinate pre-employment screening, background checks and E-Verifications, as required and processed new employee applications.
- Recruit new employees using different techniques i.e., job fairs, social media, internet, flyers, and newspaper ads.
- Mail and invoice distribution: ensure it is forwarded to correct parties.
- Supervised crew of over 250 employees

## LANGUAGES

Spanish:

Negotiated:

English:

Negotiated: