

Jessica Claire

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PROFILE

- www.linkedin.com/in/ryanClaire327

PROFESSIONAL SUMMARY

Diplomatic Human Resources Manager with 25-years' experience specializing in HR, instructional training and financial and logistics management. Skilled in developing and implementing practical initiatives to meet HR needs and promote performance improvements. Adept at strategic planning, policy integration and performance improvements. Consistently pursuing ways to maximize efficiency, employee satisfaction and cost savings. Strong organizational, analytical, and interpersonal skills to connect effectively with various levels of employees. Known for having high emotional intelligence and a champion for D&I. Excellent knowledge of policy creation and enforcement to protect and support both employers and employees. Dedicated and personable with advanced training in conflict-resolution and crisis management.

SKILLS

- Personnel Training and Development
- Employee Relations
- Strategic Partnerships
- Management
- Human Resources
- Communication Skills
- Public Presentation
- Strong Interpersonal Skills
- Admin and Safety Investigations
- Performance Appraisal

WORK HISTORY

HUMAN RESOURCES CONSULTANT 07/2018 to CURRENT

Accenture | Arlington, VA

- Responsible for enforcement of policies and workforce initiatives to ~450 employees including 6 geographically dispersed worksites spanning 770 miles.
- Identified human resource training needs and conducted training for employees and leadership while recommending approaches to effect continual improvements in business objectives, productivity and reach business goals.
- Presented both in-person and virtually at monthly all-hands events to promote company objectives.
- Investigated and liaised with legal department to respond to complaints of harassment, discrimination, employee grievances and other sensitive issues
- Developed staffing strategies to fill vacancies and define position allocations.
- Conducted exit interviews with employees leaving company to gauge areas of success and opportunities for improvement.
- Formed strong strategic partnerships to improve employee compensation for quarterly and annual awards programs.
- Safety Board member.

FINANCIAL MANAGER 07/2014 to 07/2018

Pontoon Solutions | Waltham, MA

- Responsible for oversight of \$12M budget and all procurement actions for large USCG command.
- Established budgetary benchmarks and formulated financial management strategies by researching operating and historical financial records.
- Ensured procurement teams conducted market research and lawfully used competitive bidding following FAR regulations.
- Supervisor to 16 person team, responsible for conducting human resource duties to include semi-annual performance appraisal reviews and carrying out disciplinary actions.
- Reviewed and updated civilian job vacancies and program descriptions.
- Directed 33 technical experts in conversion of \$31M in property from financial to logistics management system.
- Created strategic partnerships between multiple business divisions to improve communications and efficiencies.
- Ensured warehouse facility and equipment safety protocols were followed with zero accidents, or injuries under tenure.
- Investigated fleet vehicle mishaps and made reports to Safety Officer.

LEADERSHIP INSTRUCTOR 07/2012 to 07/2014

Abb Ltd | Washington, DC

- Delivered in-person instruction to over 1,300 senior managers in organizational leadership, human behavior and physical fitness.
- Developed and modified lesson plans, instructional materials and team assignments.
- Created on boarding and orientation initiatives that reduced instructor qualification timeframes by 20%.
- Provided coaching and mentoring to assigned teams.
- Planned large-scale events such as graduation dinners, conferences, and meetings.
- Investigated allegations of misconduct and prepared legal documents for Staff Judge Advocate.

PROCUREMENT LOGISTICS MANAGER 07/2008 to 07/2012

U.S. Coast Guard | City, STATE

- Reviewed financial reports each day and investigated variances with accounting staff to keep records accurate for logistics center.
- Team leader for five person property accountability and reconciliation team, ensuring excellent compliance with U.S. Coast Guard regulations and DHS directives.
- Created baseline spare parts inventories and performed restock fulfillment actions for three National Security Cutters.
- Oversaw quarterly and annual general purpose property inspections with 99% accuracy.
- Maintained excellent working relationships with customers by efficiently responding to inquiries and complaints concerning work orders, invoices and shipments.

ACCOMPLISHMENTS

Navy League Pacific Region Senior Enlisted (operational support) of the Year - 2015
USCG Commendation Medal, 3 awards
USCG Achievement Medal, 5 awards
USCG Commandant's Letter of Commendation
USCG Good Conduct Medal, 8 awards
USCG Basic Training Honor Graduate

EDUCATION

Bachelor of Science | Business Administration And Management 05/2014

Columbia College, Columbia, MO

- Graduated *summa cum laude*
- Sigma Beta Delta member