

Jessica Claire

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SUMMARY

Highly-focused and ambitious Human Resources Manager bringing eighteen + years management experience with extensive customer service, public relations and philanthropic background. Astute and proactive problem-solver possessing elevated business and operations acumen honed through progressive career history, diverse industries knowledge and accomplished education. Talented in key HR functions, spanning employee hiring, training, development and retention-promoting relationship building.

SKILLS

- Employee Engagement
- Personnel Information Systems
- Staff Compensation
- Problem Solving
- Hiring and Onboarding
- Compensation and Benefits Administration
- Forecasting Employment Needs
- Problem-Solving
- Employee Development
- Hiring Trends and Analysis
- Cross Functional Collaboration
- Budget Administration
- Hiring and Firing
- Advising Department Managers
- Accident Investigation
- Employee Relations Oversight
- Accident Investigations
- Administering Disciplinary Procedures
- Exit Interviews and Processes
- Relationship Building
- Conflict Resolution
- Policy Improvement Recommendations
- Regulatory Compliance
- Recruiting and Interviewing
- Human Resources Allocation
- Labor Relations Coordination
- Benefits Programs
- Human Resources Operations
- Training Development
- Payroll Administration
- Employee Handbook Development
- Recruitment and Hiring
- Benefits Administration
- Leadership Development
- Staffing and Recruiting Professional

EXPERIENCE

HUMAN RESOURCES MANAGER

09/2020 to 12/2021

Chefs Warehouse | Las Vegas, NV

- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Provided HR consultation services to leadership and department heads.
- Initiated employee evaluation process and recommended policy changes to help staff progress toward desired readiness goals.
- Held exit interviews and documented information discussed with employees.
- Directed HR programs, policies and processes to improve operational efficiency.
- Compiled reports to provide management with accurate information and comply with policies and procedures.
- Facilitated learning and development programs and initiatives resulting in advancement opportunities for employees.
- Identified operational weaknesses to improve or innovate people, programs and processes.
- Encouraged open communications, promoting positive and pro-employee work environment.
- Used data and analytics to improve company processes for recruitment, selection and onboarding.
- Handled sensitive employee and company information with highest level of confidentiality and discretion.
- Formulated corrective action plan through analysis of management feedback and consultation with employee.
- Investigated workplace issues with professionalism and sensitivity and detailed incidents in reports to senior executives.
- Advised leadership and personnel on driving HR policies, union negotiations and business strategy implementation.
- Recruited new employees and built relationships, driving visibility.
- Worked with management to create performance measurement, employee development and employee compensation strategies.

PAOROLL ADMINISTRATOR

03/2017 to 11/2019

Api Group Corporation | Pleasantville, NJ

- Onboarded new employees in time reporting and payroll systems.
- Processed employee rehires, transfers, terminations and withholdings.
- Produced and filed payroll reports every bi-weekly.
- Managed payroll for employees at 1 different locations.
- Voided checks and issued stop payment orders to correct payroll discrepancies.
- Calculated and applied wage garnishments.

Reported payroll utilizing Quickbooks and administered employee benefits.

Worked with HR staff to accurately track and update paid time off.

Coordinated child support deductions and distributed wage assignments.

Followed IRS guidelines and state regulations when submitting payroll taxes.

Compiled financial, accounting and auditing reports to calculate profits and losses.

Implemented payroll reconciliation tools to improve report accuracy.

Prepared purchase orders and expense reports.

Determined proper handling of financial transactions and approved transactions within designated limits.

TAO EXAMINING TECHNICIAN

01/2015 to 04/2017

Department Of The Treasury | Norwalk, CT

- Researched accounts with reported discrepancies.
- Adjusted both individual and business accounts.
- Maintained records, phone numbers, contacts and actions taken for each case.
- Set up and monitored payment plans and processed payments.

Maintained up-to-date contact information for each case under review.

Examined accounting systems and records to determine appropriateness of methods and controls.

Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.

Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

Prioritized and organized tasks to efficiently accomplish service goals.

Juggled multiple projects and tasks to ensure high quality and timely delivery.

Demonstrated self-reliance by meeting and exceeding workflow needs.

EXCUTIVE ADMINISTRATIVE COORDINATOR

12/2009 to 12/2014

Cornell University | Ithaca, NY

- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Managed physical and digital files, monitored spreadsheets and updated reports to coordinate project materials.

Directed customer communication to appropriate department personnel.

Tracked and submitted employee timesheets to prepare for payroll processing.

Responded effectively to sensitive inquiries or complaints.

Coordinated appointments, meetings and conferences.

Scheduled appointments, meetings and events for management staff.

Managed inventory to ensure all supplies were in stock and within budget.

Inventoried and ordered supplies for office.

Provided secretarial and office management support while building cooperative working relationships.

Answered phone calls and emails to provide information, resulting in effective business correspondence.

Organized both physical and digital files and updated reports to coordinate project materials.

Maintained accurate department and customer records.

Monitored office equipment and scheduled repairs.

Introduced team members to latest hotel services, encouraging staff to discuss offerings with guests upon checking in.

Liaised with customers, addressed inquiries, handled meeting requests and answer billing questions to provide outstanding customer care.

Trained employees on best practices and protocols while managing teams to maintain optimal productivity.

Provided effective quality control oversight and eliminated downtime to maximize revenue.

Demonstrated consistent operational excellence to maintain stellar office reputation.

Managed work requests, new orders and pricing changes while coordinating logistics to verify delivery dates.

EDUCATION AND TRAINING

Associate of Arts | Business Administration And Management

03/2011

Willow International Community College Center, Fresno, CA

High School Diploma

09/2001

J.E. Young Academic Center, Fresno, CA

CERTIFICATIONS

- Human Resources Training - 2019