

JESSICA CLAIRE

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SKILLS

- Complaint Response
- Training Needs Analysis
- Labor Relations Coordination
- Union Negotiations
- Talent Review
- Personnel Recruitment

EDUCATION

URBE University
Maracaibo, Venezuela • 11/2003

BBA: Human Resources Management

PROFESSIONAL SUMMARY

Conscientious and compassionate human resources professional with drive for helping employers recruit, develop and retain qualified candidates. Skilled at partnering with management teams to build employee-centric cultures promoting positive morale and optimizing productivity. Motivating and positive with excellent interpersonal, coaching and communication skills.

ACCOMPLISHMENTS

Managed to reduce the LTP percentage of the store from 14.85 to 0 in 6 months.

WORK HISTORY

Citysquare - Human Resources Manager
Fort Worth, TX • 11/2004 - 02/2010

- Maintained payroll and benefits for employees in various locations and diminished financial discrepancies through expert program management.
- Organized and led staff orientation programs and training to promote collaboration.
- Maintained company compliance with local, state and federal laws, in addition to established organizational standards.
- Motivated employees through special events, incentive programs and constructive feedback.
- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.
- Monitored and handled employee claims involving performance-based and harassment incidents.
- Evaluated training program success and presented strategic improvement recommendations to upper management.
- Briefed new hires on essential job information, such as company policies, employment benefits and job duties.
- Adhered to federal and state guidelines and managed payroll and benefits for over 180 employees.

Cheddar's - To Go Specialist
Joplin, MO • 09/2017 - 12/2020

- Followed all company policies and procedures to deliver quality work.
- Listened and responded to customer requests and forwarded necessary information to superiors.
- Interpreted clients' needs and introduced services to fit specific requirements.
- Attended training programs to deepen professional skillset and assisted in training fellow store associates on existing and new training programs.
- Provided personalized customer service by greeting each customer, assisting with purchases, suggestively selling and making sure all hot or cold products are available.
- Provided suggestions for and actively participated in improving sales, margins and execution of all programs.

Olive Garden - Server
Lancaster, OH • 11/2020 - 02/2022

- Cultivated warm relationships with regular customers.
- Worked with POS system to place orders, manage bills and handle complimentary items.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Bussed and reset tables to keep dining room and work areas clean.
- Arranged and prepared tables for customers to offer memorable experiences to guests and foster repeat business.
- Checked identification for minimum age for sale of alcoholic beverages.
- Increased sales significantly by upselling higher-end products to customers.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals and walk-in business.

Cracker Barrel Old Country Store - Employee Training Coordinator
City, STATE • 02/2022 - Current

- Develop and maintain a Skill Trainer Staffing Plan
- Posts Skill Trainer Positions
- In partnership with the GM conducts interviews and selects qualified candidates to become certified Skill Trainers.
- Manages the development and training of Skill Trainers.
- Oversees Skill Trainer Academy which includes tracking trainer certification progress
- Tracks Skill Trainer meeting attendance in CBU
- Prepares & presents Skill Trainer evaluations
- **Rising Star Training**
- Manages the Orientation training process for all Rising Star Employees
- Develops and maintains the Training Plan for the Rising Star
- Conducts Rising Star Meetings
- Conducts Plate Appearance Class (for new Servers & Grill)
- Conducts Point of Sale (POS) Workbook training
- **Compliance Training Administration**
- Provides training support to the store for regulatory training requirements and other policy reviews as needed or assigned (Food Protection Manager, Food Handler, Employment Policy reviews, and training)
- **Personal Achievement Responsibility (PAR) Progression Oversight**
- Provides guidance to the store management team on PAR progression so the management team can ensure PAR progression and participation
- Analyze PAR reports for concerns and opportunities
- Follows up with Employees to encourage PAR participation
- Posts PAR eligibility reports
- Prepares distributes, and orders PAR Certificates for Promotion and new hire aprons
- Troubleshoots with the PAR Department any PAR promotion issues.
- **Store Management Collaboration**
- Champions Cracker Barrel's policies to ensure a safe work environment that encourages and celebrates diverse workforce that reflects the local community
- Role models the Quality and Service Standards within the Cycle of Service at all times, whether it is interacting with the Guests, cleanliness, organization, hospitality, or appearance
- Attends all Restaurant meetings
- Supports new system or equipment rollout training.

LANGUAGES

Spanish:
Negotiated: