

JESSICA CLAIRE

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Profile

- www.linkedin.com/in/ryanClaire327

Professional Summary

Results-driven leader with 25 years of military experience in managing people and developing future leaders. 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. Trusted human resources business partner with track record of consulting with executives to influence business decisions. 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.

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

Skills

- Conflict resolution
- Performance evaluation
- Organization
- Time management
- Responsible decision making
- Coaching leadership
- HR policies, practices and laws
- Recordkeeping
- Human resource information system administration
- Effective verbal and written communication

Work History

Regional Human Resources Business Partner, 07/2018 to Current

Amazon.Com, Inc. – Elgin, IL

- Provided overarching leadership on human resources policies and workforce initiatives to ~450 employees including 6 geographically dispersed worksites spanning 770 miles.
- Identified HR training needs and conducted training for employees and leadership while recommending approaches to effect continual improvements in business objectives, productivity and within company to reach business goals.
- Served as company representative 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.
- Resolved understaffing issues, disputes, employee terminations and disciplinary procedures.
- Contributed to development, planning and completion of project initiatives resulting in increase of health and well-being programs by 50%.
- Conducted exit interviews with employees leaving company to gauge areas of success and opportunities for improvement.
- Administered human resources plans and procedures company-wide to guide both management and employees in weekly meetings.

Financial Manager, 07/2014 to 07/2018

Pontoon Solutions – Chattanooga, TN

- Oversaw \$12M budget and all purchasing needs for USCG command.
- Established budgetary benchmarks and formulated financial management strategies by researching operating and historical financial records.
- Supervised staff of 16 people over 3 departments.
- Directed 33 technical experts in conversion of \$31M in property from financial to logistics management system.
- Led financial planning and analysis by managing key metrics, analyzing data and providing support and insight for strategic planning.
- Liaised between multiple business divisions to improve communications.

Leadership Instructor, 07/2012 to 07/2014

Abb Ltd – Georgia, AL

- Trained and mentored 1,300 senior managers in organizational leadership, team building and physical fitness activities.
- Developed lesson plans, instructional materials and team assignments for leadership and management training courses.
- Coordinated all logistics and class schedules for five week program.
- Evaluated success of training programs and recommended improvements to upper management to enhance effectiveness.
- Applied various teaching aids to minimize learning gaps and effectively instruct and motivate students.
- Provided coaching and mentoring to assigned teams.
- Planned large-scale events such as graduation dinners, conferences, and meetings.

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 three business lines.
- Team leader for five person property accountability and reconciliation team, ensuring excellent compliance with U.S. Coast Guard regulations and DHS directives.
- Planned workplace relocation of logistics team, greatly reducing non-productive travel time by 25%.
- Maintained excellent working relationships with customers by efficiently responding to inquiries and complaints concerning work orders, invoices and shipments.

Education

Bachelor of Science: Business Administration And Management, 05/2014

Columbia College - Columbia, MO

- Graduated *summa cum laude*

- Sigma Beta Delta member