

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105

(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Results-driven Human Resources Business Partner skillful in strategic planning, policy integration and performance improvements. Always pursuing ways to maximize efficiency, employee satisfaction and proficient cost savings.

SKILLS

- Human Resources
- Project Management
- Data Analysis
- Staff Management
- Budgeting
- Performance Management
- Employee Relations
- Advanced Problem Solving
- Verbal And Written Communication
- Ability To Effectively Communicate
- Microsoft Office/Google Suite

WORK HISTORY

08/2020 to Current **Human Resources Business Partner**

Shockwave Medical – Miami, FL

- Investigated and liaised with legal department to respond to complaints of harassment, discrimination, employee grievances and other sensitive issues and prepared position statements for EEOC.
- 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.
- Collaborated with legal and compliance teams to review paperwork, obtain feedback and procure available information for new training processes.
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for over 2,000 new employees.
- Directed and controlled various benefit programs, including 401K, medical, dental and vision packages.
- Liaised between multiple business divisions to improve communications.
- Developed succession plans and promotion paths for all staff.
- Reviewed applicant qualifications and assisted management and recruiting with hiring needs and determining compensation and total package.
- Promoted and enabled necessary changes to align operations with strategic plans.
- Resolved understaffing issues, disputes, employee terminations and disciplinary procedures.
- Streamlined complaint response management by providing guidance on policies and ensuring appropriate and accurate investigation processes.
- Educated management on successful policy implementation and enforcement actions to prevent employee legal entanglements.
- Instructed senior leaders on appropriate employee corrective steps.

10/2018 to 08/2020 **Human Resources Assistant**

Casa Systems – Paris, TX

- Performed various administrative functions, including filing paperwork, delivering mail, sorting mail, office cleaning and bookkeeping.
- Delivered friendly assistance with new hires throughout interviewing and hiring process.
- Administered compensation, benefits and performance management systems and safety and recreation programs.
- Prepared monthly termination lists to be added to permanent records.
- Improved productivity initiatives while coordinating itineraries and scheduling appointments.
- Created and completed personnel action forms for all hires, terminations, title changes and terminations.
- Prepared monthly, weekly and daily logs using Microsoft Office Suite.
- Converted employee status from temporary to permanent.
- Set up orientations and initial training for new employees.
- Processed documentation for employee actions such as new hires, grievance resolutions and terminations.
- Assigned work activities for staff related to employment, compensation, labor relations and employee relations.
- Helped employees register for benefits programs using online portals.
- Compiled employee records from individual departments to maintain central files.

12/2017 to 10/2018 **Manager**

Marten Transport – San Juan Capistrano, CA

- Responsible for service account management in a set of assigned accounts.
- Builds and maintains an active professional network in order to facilitate communications and information transfer.
- Develop and lead quarterly business reviews to upper management.
- These reviews include, SR history, outstanding service requests, contract status, site information updates, connectivity status, microcode levels, technical advisories, planning and coordination of resources, and planned activities.
- Analyzing the data and providing detailed recommendations based on the data presented.
- Responsible for managing all complex service matters, including open SRs with a high importance on Sev 1s to ensure that the correct business units are assigned and responding in a timely manner.
- Responsible for ensuring that the value-add of the program and their service is communicated and accepted by customers, assuring the customer renews annually.
- Manage multiple work streams and tasks daily, prioritizing and aligning to customer needs.
- Work in a highly matrixed environment and develop relationships across DELL EMC to provide the best possible customer experience.
- Demonstrated strong leadership during crisis situations.
- Knowledge of data center operations and storage technology foundations desired.
- Remotely provided a holistic approach to account management services team, maintenance/recovery support, escalation management and problem resolution for a designated portfolio of customers.

08/2011 to 12/2017 **Supervisor**

David J Joseph – Indianapolis, IN

- Directly organize and supervise day-to-day operations and activities within my team in order to achieve key performance goals.
- This includes ensuring customer transactions are addressed in a timely and accurate manner; monitoring associate productivity and service levels for quality; efficient allocation of resources; managing daily phone/chat coverage, schedule adherence and attendance and managing change.
- Support the building and developing of an effective and high performance team.
- Providing hands on daily coaching in order to improve and maintain team performance and directly responsible for performance management process (evaluations, mentoring, corrective action, hiring) for direct reports.
- Maintaining daily and weekly statistics for individual direct reports, analyze department results, troubleshoots operational problems and completes team reports as required.
- Identify and analyze escalated problems and provide guidance to direct reports for resolution.
- Collaborating with contact center managers to identify operational improvements, identify opportunities for contact center efficiency and inter-departmental partnerships.
- Serves as point of escalation for transactions requiring advance expertise or discernment in order to resolve complex customer issues and ensure timely follow up and customer satisfaction.
- Answers front line customer inquiries as needed during peak or critical times.

EDUCATION

12/2020

Bachelor of Science: Business Administration w/Emphasis, Human Resources

Weber State University - Ogden, UT

12/2019

Associate of Science: Business & Economics

Weber State University - Ogden, UT

12/2017

Associate of Science: General Studies

Weber State University - Ogden, UT