

JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

SUMMARY

Human Resource Professional with 9 years detailed knowledge of organizational human resources policies, services, and practices seeking to reenter the HR Field. Essential facilitator of key operational details relevant to company onboarding and exit procedures, assisting employees with smooth transitions on either end.

SKILLS

- Confidential document control
- Data evaluation
- Benefits administration
- Project Planning
- Payroll and benefits administration
- PeopleSoft HRMS
- Staff training and development
- Personnel engagement
- Employment law knowledge
- Manager coaching and training
- Policies implementation
- Employee relations

EXPERIENCE

Cornerstone - English Language Arts Teacher

Palo Alto, CA • 07/2021 - Current

- Tolleson Unified School District 11-2017/05-2019
- Phoenix Union High School District 05-2019/05-2021
- Westwood High School 07-2021-present
- Helped develop strong verbal and written communication skills by leading students through listening, speaking, reading and writing activities.
- Educated students on spelling, grammar and language rules through developmentally appropriate curriculum.
- Plan and prepare lesson plans that meet core objectives and principles that are in line with the state and district curriculum standards, goals, and pacing guide
- Providing in-person, and virtual learning opportunities for students in the 9th - 12 grade including those with IEP's, 504 plans, and our English Language Learners.

Big Lots - Market Human Resources Manager

Durham, NC • 07/2015 - 08/2016

- Served as Market Human Resource Manager for Superstores and Division one stores in the New Mexico Market
- Perform complex and difficult work related to Employee Relations Program implementation to include adverse actions, discipline, employee assistance, performance-based actions, absence and leave
- Led investigations into complaints of discrimination and sexual harassment in the workplace and documented all necessary paperwork
- Responsible for conducting management employment performance reviews to access strengths and weaknesses
- Responsible for providing detailed information on benefits program changes by means of instruction.
- Managed full-cycle human resource operational activities to maximize HR employee performance.
- Advised leadership on vacation and sick time, benefits, job services and employment discrepancies.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.

Caliburn International - Human Resources Manager

Portsmouth, OH • 05/2008 - 07/2015

- Applied policy and procedures to daily decisions made to ensure effective and efficient delivery customer service from the Human Resources Department.
- Developed organizational filing systems for correspondence, communications, records and reports.
- Strengthened and enhanced processes for managing complaints by leading thorough investigations into incidents and concerns.
- Supervised and coordinated activities of human resources staff, delegating tasks relating to employment, compensation and employee relations.
- Led investigations into complaints of discrimination and sexual harassment in the workplace and documented all necessary paperwork.
- Performs a variety of employee relations functions and responsibilities.
- Advised managers on strategies for improving policy enforcement and eliminating/reducing concerning behavior or legal concerns.
- Audited Human Resources Files; including I-9's, safety reports, and OSHA files to ensure compliance.
- Conducted new Hire Orientation and onboarding
- Conducted Benefits information meetings
- Facilitated new hire onboarding by scheduling training initiatives, resolving issues and processing paperwork.

Wal-Mart - Human Resources Office Manager

Charlotte, NC • 03/2007 - 05/2008

- Oversee Human Resources Office staff to include; payroll clerk, workers compensation Clerk, FMLA Clerk, attendance records clerk, and safety clerk.
- Created and implemented administrative processes and procedures to prioritize job tasks and establish personnel responsibilities.
- Managed daily operations within Human Resources office by supporting continuous delivery of excellent services and care.
- Maintain employee personnel records
- Ensure compliance to state and federal laws.
- Conduct new hire orientations and onboarding.
- Provides clerical support when needed to assist clerical staff with assigned administrative duties such as answering phones, and preparing documentation.
- Identify and attend to the concerns of employees.
- Organize and represent company at job fairs and college recruiting events.
- Trained employees on best practices and protocols while managing teams to maintain optimal productivity.
- Analyzed and identified improvements to implement in department systems and controls.
- Evaluated program performance against expectations.

Walmart Distribution Center - Operations Manager Shipping/Breakpack Order Filler

City, STATE • 02/2006 - 03/2007

- Planned daily operational strategies, including team workflows and scheduling.
- Collaborated with staff to maximize customer satisfaction, streamline procedures, and improve bottom-line profitability.
- Implemented policies and standard operating procedures and managed quality, customer service and logistics.
- Managed company operations with responsibility for profit and loss, scheduling, training and inventory control.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Delivered positive customer experiences by implementing effective quality assurance practices.

ACTIVITIES AND HONORS

- Honorable Discharge - United States Navy
National Defense Service Medal
Good Conduct Medal
Joint Service Achievement Medal
Overseas Service Ribbon