

# JESSICA CLAIRE

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## Professional Summary

Meticulous Human Resources Manager bringing 7 plus years of experience promoting open-door environment conducive to superior team morale and performance. Cultural change-management specialist with expertise in training, orientation and on-boarding. Highly skilled in regulatory compliance, benefits administration and operational planning. Committed to promoting diversity and inclusion in employee relations.

## Skills

- Notary Public
- Personnel information systems
- Employee engagement
- Compliance
- Payroll administration
- Recruitment policies
- Recruitment and hiring
- Leadership development
- Teamwork / Collaboration
- Conflict Resolution
- Benefit management
- Union negotiations
- HRIS systems
- Trained in FMLA/ADA/EEO/WC

## Work History

### Human Resources Manager, 02/2021 to Current

#### Ols Hotels & Resorts

- Implemented performance review and motivational strategies to elevate HR team results.
- Coordinated with senior leadership and handled managerial needs by implementing fresh solutions into business strategies.
- Managed monthly, quarterly and annual payouts for merit rewards, sales commissions and bonus programs.
- Designed, evaluated and modified benefits policies to keep programs current, competitive and in compliance with legal requirements.
- Directed and controlled 401K, medical, dental and vision benefit packages.
- Approved regular payroll submissions for employees.
- Liaised between multiple business divisions to improve communications.
- Organized and led staff orientation programs and training to promote collaboration.
- Collaborated with senior management and performed benefits analysis, corrective action planning and big-picture data capturing.
- Initiated and maintained workers compensation cases for tracking, reporting and legal mechanics.
- Maintained company compliance with local, state and federal laws, in addition to established organizational standards.
- Adhered to all federal and state guidelines and managed payroll and benefits for over 400 employees.
- Served as representative in various civic and community functions to further enhance company image and develop additional business.
- Assessed and aligned compensation packages to market to attract highly qualified applicants for organizational vacancies.
- Directed recordkeeping and paperwork preparation in line with OSHA requirements.
- Coordinated annual employee wellness programs
- Organize employee assistance programs.
- Process and maintain all disability and FMLA claims.
- Monitored and handled employee claims involving performance-based and harassment incidents.
- Oversee HR Department personnel, including HR Specialist, HR Coordinator, Recruiter and HR Admin.

### Human Resource Generalist, 12/2017 to 02/2021

#### Sub-Zero And Wolf

- Work closely with Union officials to resolve grievances
- Recruited and hired over 200 employees for restart of plant
- Collaborated with human resources personnel to accurately and efficiently track leave time
- Managed payroll processing for 180 employees
- Reviewed personnel records to determine names, rates of pay, occupations of new hires and changes in wage rates
- Responded to employee questions and requests for information in timely and knowledgeable fashion
- Maintained employee confidence and protected payroll operations by keeping all information confidential
- Maintained current understanding of state and federal policies such as EEO and ADA
- Delivered friendly assistance with new hires throughout interviewing and hiring process
- Collaborated with management to build and implement effective, modern employment policies
- Communicated with potential hires to provide clarity on expected tasks, compensation and policies
- Recruited and screened qualified potential employees
- Administered compensation, benefits and performance management systems and safety and recreation programs
- Set, enforced and explained HR policies to team members to cultivate compliant and satisfied workforce
- Collaborated with review boards on management of discrimination complaints to facilitate risk mitigation
- Conducted confidential investigations of discrimination, harassment and workplace violence
- Worked cooperatively with collective bargaining union representatives and management to establish accurate job position descriptions, classifications, pay grades and compensation
- Improved quality of hiring decisions by working with hiring managers in equitable recruitment efforts and by administering new comprehensive employment selection exams
- Processed unemployment claims and acted as company representative at unemployment hearings
- Educated and advised employees on group health plans, voluntary benefits and 401(k) retirement plans

### Human Resources Coordinator, 12/2013 to 11/2017

#### Adventist Healthcare

- Communicated with potential hires to provide clarity on expected tasks, compensation and policies
- Set, enforced and explained HR policies to team members to cultivate compliant and satisfied workforce
- Maintained thorough understanding and knowledge of current hiring practices, recruitment strategies, and staffing industry trends
- Maintained company compliance with all local, state and federal laws, in addition to establishing organizational standards
- Explained employee compensation, benefits, schedules, working conditions and promotion opportunities
- Developed reports by compiling summaries for earnings, taxes, deductions, nontaxable wages, disability and leave
- Updated employee files with new details such as changes in address or salary levels
- Responded to employee questions and requests for information in timely and knowledgeable fashion
- Educated job applicants of expected job tasks, compensation and benefits to set clear expectations
- Partnered with cross-functional teams to conduct thorough discovery and due diligence on existing processes
- Offered data-driven recommendations aligned with overall company strategies and prioritized process improvement initiatives

## Education

### Bachelor of Science: Human Resources Management

University of Maryland - Baltimore - Baltimore, MD