

JESSICA CLAIRE

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CAREER FOCUS

Business Professional acutely focused on customer service and network building. Promptly develops vital relationships needed to operate and succeed in a sales field. Manager with expertise in delivering support services and resolving customer complaints. Over seven years of experience in Real estate development. Also a quick study, with an ability to easily grasp and put into application new ideas, concepts, and technologies. Exceptional organizational, communication, interpersonal, analytical, and problem resolution skills. Thrive in both independent and collaborative work environments. Proficient in the use of computer applications including MS Word, Excel, PowerPoint and Access, as well as AutoCAD and ACT.

SUMMARY OF SKILLS

- Training and development
- Employee relations
- Compensation administration
- Performance management strategies
- Human resources audits
- Maintains confidentiality
- HRMS
- National Human Resources Association
- Homeowners insurance knowledge
- Excellent communicator
- Deadline-driven
- Marketing and sales specialist
- New program and promotion implementation
- Procedure development
- Human Resources Information Systems (HRIS)

ACCOMPLISHMENTS

Experience includes over 1,000 physical property inspections.

Promoted to City Counsel liaison after fifteen months.

PROFESSIONAL EXPERIENCE

Consultant, 04/2011 - Current

Keybank National Association – Denver, CO

Maintain in-house clients, obtain customer referrals and continuously build relationships.

Recruited and interviewed 30-60 applicants per 30 days.

Customize Benefit plans for individuals and company employees based on their current health and financial needs, family history and budget.

Administer the following benefit programs: Medical, Dental, Life, Accident, Short and Long-Term Disability. Serve clients with supportive service.

Promoted agency products to customers in person, on the telephone and in writing.

Explained premiums owed to policyholders, agents and underwriters.

Advised on Implementation of payroll and tax systems

Recruited and hired international contract workers

Advised managers on organizational policy matters and recommend needed changes.

Query data and generate data for clients

Conducted benefits administration for benefit-eligible employees.

Identified prospective customers using lead generating methods and performing an average of 25 calls per day.

Assisted in the creation of vendor contracts for outside vendors.

Responded to all customer inquiries in a timely manner.

Advised managers on organizational policy matters and recommend needed changes.

link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.

Loan Consultant / Developer, 01/2009 - 09/2014

Cascades – Barnwell, SC

Adhered to all federal and state compliance guidelines relative to retail mortgage lending.

Determined appropriate rate locks, issuance of disclosures, overage and underage waivers and fee waivers.

Developed close relationships with area realtors and promoted builders to boost referral network.

Assisted senior-level credit officers with complex loan applications.

Analyzed applicants' financial status, credit and property evaluation to determine feasibility of granting loan.

Developed tool to track and monitor personal sales opportunities, deals in progress and finished contracts.

Negotiated contracts and coordinate with lenders, attorneys and inspectors.

Diligently reviewed the specialty loan portfolio for compliance with all reporting requirements.

Performed daily maintenance of the loan applicant database.Planned and executed operational audits of various business areas using risk-based audit methodology.

Delivered informational sales presentations to potential investors to build symbiotic client relationships.

Researched banking guidelines and statutory requirements to stay updated on new laws and applications.

Generated new accounts by implementing effective networking and content marketing strategies.

Organized weekly sales reports for the sales department to track product success.

Managed a project budget of 2.4 million

Defined project deliverables and monitored status of tasks.

Assisted Builders and developers on potential projects on scheduling ,utility assignments and TXDOT issues.

Created financial analysis reports of commercial real estate, borrowers' financial statements, lease reviews and market research.

Process Lead, 04/2013 - 05/2014

First State Community Bank – Kennett, MO

Answered employee questions regarding unionization and attendance issues and resolved any issues.

Provides technical sales support to assure successful customer integration and implementation of established company products consistently exceeding monthly individual and group metrics

Conducted new employee orientation to foster positive attitude toward organizational objectives.

Directed personnel, training and labor relations activities.

Answers customer inquiries concerning system software and applications and provides software development and consultation to prospective users.

Understands, develops and delivers systems/applications solutions to customers business, information, technical and educational needs. Subject Matter Expert for several field applications.

Recommend and implement new methods, techniques, and/or procedures.

Analyzes practices, procedures and data to determine answers to technical issues.

Project lead for various assignments and tasks.

Tracked negative communication about the organization on websites and blogs and developed strategies for addressing it.

Implemented payroll options for temporary and contract employees.

Received company Employee Performance Award after maintaining record sales achievement of 20% growth three months in a row.

Participated in various incentive programs and contests designed to support achievement of production goals.

International Human Resource Manager, 03/2009 - 02/2011

TalentForce Inc/Asgard Company – City, STATE

Directed personnel, training and labor relations activities.

Recruited for specific roles within departments based on budget. Facilitated recruitment activity that was global in nature requiring knowledge of different legislation, pay practices, opinion and government policies and procedures

Upsold add-on services to existing customers, generating incremental revenue of 250,000 per year.

Verified and approved all payroll wires and manual check request and administer quarter-end and year-end process which includes auditing the W-2s, review quarter end and year end reports, preparing corrected W-2s, review wage and tax registers, and working with vendor to ensure tax returns are filed correctly

Responsible for assisting with 401K, internal, and external audits and reconciliation of 401k files to the payroll registers

Responsible for maintaining the integrity of personnel data for 500 – 4800 employees based on the client and for processing multi-state payrolls (weekly, biweekly and union) via ADP Enterprise

Ensured the processing of all unemployment compensation

Partnered with payroll vendor to ensure the accurate and timely preparation and filing of monthly, quarterly, and annual tax reports.

Coordinated international and domestic employees, including preparation of invitation letters, confirmation of schedule, and managing all logistics of program

Coordinated activities and facilitated timely delivery for payroll, benefits, employee relations, training and development, legal and compliance services

Consulted with clients and evaluated worksite for HR services. Developed, implemented and delivered service plans, capturing clients' objectives.

Facilitated any applicable training programs that have been developed and are required by the business units. Assisted the business units with implementing any training into their specific environment

Prepared and sent out offer letter, employment agreements, benefit information, visa check list, and other on boarding documents for all new hires

Provided accurate information for ERISA reporting.

Verified I-9 documentation at time of hire on receipt from Adviser and maintain accurate records and conducted quarter I-9 reports and annual audits

Worked with HRIS vendor to customize system according to client need(SAP, Ultipro, Ceridian, Pay express)

Consulted with management and staff to identify issues or problems confronting their department and offer suggestions for human resource development or organizational development

Advised managers on organizational policy matters and recommend needed changes.

Reviewed contracts for appropriateness and adherence to internal policies and regulations

Identified staff vacancies and recruited, interviewed and selected applicants.

Processed rehires, transfers, terminations, garnishments and withholdings.

Managed company tax payments for an organization with 32 million in annual revenue.

Worked with HR advisor's and HR representatives on establishing consistent hiring practices.

Real Estate - Inspector, 07/2006 - 03/2009

City Of Houston- Housing And Community Development – City, STATE

- Coordinated the enforcement and application of various codes, ordinances and technical specifications to assure conformance with plans
- Established and maintained cooperative relationships with representatives of community, consumer, employee and public interest groups.
- Prepared and submitted an annual report on the finances and administrative activities of the city.
- Tested soil to determine the adequacy and strength of concrete, asphalt and steel foundations.
- Gathered all relevant materials for bid processes and coordinated bidding and contract approval.
- Advised the project manager regarding construction material costs and quantity calculations.
- Drafted action plans and led meetings with department executives to review project status and proposed changes.
- Collaborated with contractors and clients as the on-site engineer for single and multi-family projects
- Kept up-to-date, thorough and accurate case files.
- Presented on agenda items at 4 meetings per week.
- Researched and evaluated plans, specifications and drawings •Performed investigations of prohibited work. Issued citations, correction notices and recommendations •Ensured that housing expenditures complied and budgets were maintained
- Worked with the general public, contractors and technical professionals to ensure City Regulations, Policies and Procedures were adhered to an understood
- Drafted RCA's
- Monitored costs, timescales and resources used to achieve department and city dead lines.
- Developed bid packages and RFI's required for contractors to submit project proposals
- Facilitated processing of RFI's, submittal and samples among the general contractor, the owner and the owner's consultants.
- Assisted public relations, media relations and crisis communications campaigns.
- Prepared work and repair specifications and quotes for cost analysis for the construction process
- Managed a project budget of 42,000 per single family project and up to 8.5 million per multifamily project.
- Met with clients one-on-one to determine necessary services and make appropriate treatment recommendations.
- Collaborated with team members to identify and accomplish HUD-program objectives.

Loan Officer, 03/2006 - 01/2009

Liberty Bank – City, STATE

• Processed loan applications including reviewing financial information reported and determining financial status and ability to pay

Created financial analysis reports of commercial real estate, borrowers' financial statements, lease reviews and market research.

Generated 60-80 leads weekly.

Produced 2.4 million in net sales volume during an average month.

• Ensured all loan requests were within policy and procedure guideline and were properly prepared, documented and approved

Adhered to all federal and state compliance guidelines relative to retail mortgage lending.

Researched insurance information and flood certificates.

• Prepared promissory notes, repayment schedules and support documents as required by federal regulations

• Counseled loan applicants and recipients regarding diversity of loans available

• Prepared and assisted in the preparation of reports

Determined appropriate rate locks, issuance of disclosures, overage and underage waivers and fee waivers.

Complied with regulatory requirements including Bank Secrecy Act, Anti-Money Laundering, OFAC, USA Patriot Act, Privacy Act and Community Reinvestment Act.

Reviewed more than 40 financial statements each week.

Built knowledge about latest banking products and services through Home buyer programs, FHA ,VA and down payment assistance

Advanced user of Calyx sales management software, generating pipeline and account reports weekly.

EDUCATION

Certification: Human resource, 2104

Rice University/ Susan B Glasscock - Houston, TX

Professional in Human Resources (PHR) Certificate

Certification: Mortgage, 2003

Champions School of Real Estate - Houston, TX

Bachelor of Science: Civil (Environmental) Engineering, 1999

Rutgers University - Houston, TX

PROFESSIONAL AFFILIATIONS

SHMR

SKILLS