

# Jessica Claire

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## PROFESSIONAL SUMMARY

- Conscientious and compassionate Human Resources professional with drive for helping employers recruit, develop and retain qualified candidates. Skilled at partnering with management teams to build employee-centric cultures promoting positive morale and optimizing productivity. Motivating and positive with excellent interpersonal, coaching and communication skills. Oversee well-organized and efficient HR operations by balancing organizational targets with compliance and employee demands. Focused on maximizing resource utilization and enhancing performance with forward-thinking approaches. Solid background of improving collaboration and consensus across construction and manufacturing company environments.

## ACCOMPLISHMENTS

- Designed specific Safety Protocols during the COVID-19 pandemic with documented procedures and contact tracing to reduce the spread of the virus. Facilitated FFCRA paid leave requirements.
- Managed implementation of new performance appraisal system through ClearCompany which resulted in a more efficient and automated system in the submittal and tracking of annual performance evaluations.
- Spearheaded implementation of a new Time and Labor Timekeeping system through Paylocity. Worked closely with implementation Specialist in creating a smooth transition for all employees. Conducted one-on-one trainings with employees on navigating through the Time and Labor module within the payroll system.
- Created new departmental procedures manual. Assessed organizational training needs.
- Maintained an excellent organization safety record by conducting monthly safety meetings and conducting safety trainings.
- Developed an informative orientation program for all new hires outlining all company benefits offered.

## SKILLS

- Benefits Management
- EEOC Expertise
- OSHA Inspections
- Hiring Trends and Analysis
- Cross Functional Collaboration
- Conflict Resolution
- Compensation and Benefits Administration
- Human Resource Information System HRIS
- Analyzing and Modifying Compensation
- Data and Trends Analysis
- Verbal and Written Communication
- Human Resource Management Software HRMS
- Payroll Processing
- Employment Record Verification
- Leadership Training and Development
- Confidential Document Control
- Payroll Management
- Human Resources Department Processes
- Corrective Action Planning
- Employee Referral Programs
- Operations Management
- Company Leadership
- Onboarding, Training and Development
- Employee Engagement Strategies
- Organizational Development
- Coaching and Mentoring
- Unemployment Claims
- Employee Handbook Development
- Human Resources Best Practices
- Negotiation Tactics
- Improving Organizational Standards
- Forecasting Employment Needs
- Performance Management Systems
- Training Needs Analysis
- Regulatory Compliance
- Employee Development
- Labor Relations Coordination
- Policy Improvement Recommendations
- Administering Disciplinary Procedures
- Health and Safety Programs
- Recruiting and Interviewing
- Accident Investigation
- Exit Interviews and Processes
- Dispute Mediation
- Problem Solving

## WORK HISTORY

### HUMAN RESOURCES MANAGER

10/2011 to CURRENT

#### Qvc, Inc. | Mechanicsville, VA

- Updated training processes by reviewing existing documentation, leveraging feedback from associates, and working with legal and compliance teams.
- Utilized compliance tools, corrective actions and identification of deficiencies to mitigate audit risks.
- Worked with managers to achieve compliance with organizational policies, providing clarifying information and recommending necessary changes.
- Recruited top talent to maximize profitability.
- Directed onboarding and training for over 100 employees each year, keeping company operations smooth and production efficient with skilled candidates.
- Reduced process lags by accurately managing confidential records for staff members.
- Assisted in the implementation of a new payroll system through Paylocity. Conducted one-on-one trainings with employees on navigating through the payroll portal and translating all user guides to Spanish.
- Instructed senior leaders on appropriate employee corrective steps such as facilitating Performance Improvement Plans and/or coaching.
- Coordinated activities of Human Resources team, distributing resources and personnel effectively across organization to meet HR needs.
- Implemented new-hire program by incorporating training initiatives while resolving problems and processing related documents.
- Adhered to all federal and state guidelines and managed payroll and benefits for over 100 employees.
- Supported market expansion initiatives while implementing process improvements to execute demand analysis and drive bottom-line growth.
- Educated management on successful policy implementation and enforcement actions to prevent employee legal entanglements.
- Structured compensation and benefits according to market conditions and budget demands.
- Briefed new hires on essential job information, such as company policies, employment benefits and job duties.
- Collaborated with cross-functional departments to create, manage and maintain Payroll and Benefits reporting.
- Enhanced team workflows and employee job satisfaction by coordinating communication between managers and employees.
- Created organizational filing systems for records, correspondence and training documentation.
- Maintained current knowledge of industry regulations and legislation to amend policies as needed and promote compliance.
- Reduced workers' compensation claims by instituting corporate safety training program by acting as Safety Manager.
- Provided guidance on policies and procedures to harmonize responses, provide appropriate investigation actions and reach resolution of grievances.
- Maintained optimal staffing levels by tracking vacancies and initiating recruitment and interview processes to identify qualified candidates.
- Assessed and aligned compensation packages to market to attract highly qualified applicants for organizational vacancies.
- Retained 100% protocol on management tools and procedural accuracy.
- Forecasted expected personnel demands and developed forward-thinking approaches to achieve objectives.
- Accurately prepared weekly payroll and tracking data using Paylocity Payroll system.
- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.
- Maintained company compliance with local, state and federal laws, in addition to established organizational standards.
- Initiated and maintained workers compensation cases for tracking, reporting and legal mechanics.
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for over 100 new employees.
- Implemented performance review and motivational strategies to elevate HR team results.

### ADMINISTRATIVE ASSISTANT/HR ASSISTANT

09/2010 to 10/2011

#### CSW Contractors, Inc. | City, STATE

- Delivered friendly assistance with new hires throughout interviewing and hiring process.
- Performed various administrative functions, including filing paperwork, delivering mail, sorting mail, office cleaning and bookkeeping.
- Assisted with on-boarding process of 10-15 new hires weekly.
- Assisted with meetings and presentations within company such as translating for Safety Trainings or new hire orientations.
- Reviewed all candidate documentation, including identification, references and background checks in alignment with hiring protocol.
- Prepared and maintained accurate employment records for 150 employees.
- Planned corporate events, conventions, meetings and gatherings.
- Spearheaded full-cycle HR processes including, advertising jobs, booking interviews, conducting hiring activities and interviews, investigating candidate backgrounds and orienting new employees.
- Interpreted, explained and enforced human resources policies to keep staff in compliance with standards.
- Developed and maintained documentation for new hires, training materials and benefits.
- Responded to the questions and concerns of new hires.
- Executed HR department clerical duties such as filing, sorting and delivering mail and bookkeeping.
- Reviewed employee time sheets for accuracy and maintained accurate records in company system.
- Assisted with recruiting, background checks and reference checks.
- Sorted job applications, vetted candidates and recommended individuals for key positions.
- Worked with senior management to initiate new projects and assist in various processes.

### ADMINISTRATIVE ASSISTANT / HR ASSISTANT

09/2006 to 03/2010

#### Phoenix Pipelines Inc. | City, STATE

- Performed various administrative functions, including filing paperwork, delivering mail, sorting mail, office cleaning and bookkeeping.
- Directed customer calls to appropriate department, in addition to providing information for applicants.
- Responsible for maintaining all office supplies and safety supplies Translated documents and served as interpreter when conducting interviews.
- Handled payroll distribution all office supplies and safety supplies, conducting verification of employment, and scheduling pre-placement drug testing with potential candidates
- Handled payroll distribution.
- Assisted Purchasing and Engineering departments with clerical support such as filing, mailing, making copies, etc.
- Assisted with on-boarding process of new hires.
- Managed mail and both incoming and outgoing correspondence, mail, email and faxes.
- Filed paperwork and organized computer-based information.
- Promoted team productivity by keeping supplies organized and well-stocked.
- Greeted arriving visitors, determined nature and purpose of visit and directed individuals to appropriate destinations.

## EDUCATION

### Associate of Arts | General Studies

05/2003

#### Pima Community College, Tucson, AZ

## LANGUAGES

### Spanish:

### Negotiated: