

Jessica Claire

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

HUMAN RESOURCES PROFESSIONAL

Knowledgeable and experienced HR professional focused on enhancing business efficiency and team productivity by sourcing high-quality candidates and minimizing turnover. Proficient in supporting training, performance-optimization and motivational strategies.

SIGNATURE HR QUALIFICATIONS

- Conflict Resolution
- Contract Negotiation
- Employee Relations
- Executive Development
- Grievance and Arbitration
- HR Policy Development and Execution
- Performance Management
- Project Management
- Project Coordination
- Job Analysis / Development
- On-boarding
- Occupational Health and Safety
- Training and Development
- Recruitment and Selection
- Marketing
- Event Planning
- Team Building
- Workers' Compensation Administration

EXPERIENCE

05/2019 to Current **Lead Human Resources Analyst**
City Of Tucson – Tucson, AZ

- Stayed current on federal and state policies governing employment
- Supported executive decision-making by reporting on metrics and recommending actionable improvements
- Saved time by spearheading special projects through effective emergency resolution
- Assisted in employee benefits programs and informed employees of benefits by studying and assessing benefit needs and trends
- Reduced process lags by quickly processing personnel actions, awards, flags, legal incidents, sponsorship, evaluations, morale and welfare documentation
- Assisted employees across compensation, benefits, wellness and safety, HRIS, payroll and information and data departments to ensure optimal productivity
- Developed process improvements and streamlined procedures to effectively resolve employee discrepancies.
- Mentored newly hired employees in benefits department and provided information regarding company policies and procedures.
- Stayed current on EEO, ADA and other applicable federal and state policies governing employment.
- Worked with HR management to devise and update policies based on changing industry and social trends.
- Decreased project gaps by successfully mentoring staff on best practices and protocol while monitoring performance quality control for corrective action planning.
- Creating work instructions and educating/training teammates on new processes to ensure successful production and mitigate errors.

12/2016 to 05/2019 **Human Resources Coordinator**
Akoustis Technologies, Inc. – Farmington, NY

- Designed and Implemented a new HR On-Boarding Program.
- Created Monthly Newsletters and arranged monthly employee events.
- Initiated exuberant creative ways to motivate employees by introducing customer service awards, Employee Appreciation Days, Acts of Kindness, etc.
- Conducted New Hire Orientation, Exit Interviews and Leave of Absences.
- Reconciled a team that was experiencing employee morale issues. Interviewed team members and leadership; observed team meetings, created team building exercises and mandatory training.
- Subject matter expert on local, state and federal laws and policies.
- Design and implemented employee benefit programs, including health, dental, vision, 401(k), FSA, HSA, EAP, COBRA, LTD, STD, Life
- Recruited for all staff positions.
- Counseled employees on performance to improve quality of service and efficiency.
- Collaborated with Department Managers to review vacant positions, reallocate staff duties, and streamline procedures.
- Developed and implemented company-wide recognition program to strengthen company culture and employee engagement.
- Process payroll.
- Responsible for company insurance renewals.
- Developed and maintained oversight on initiation, interpretation, and implementation of HR policies & procedures.
- Administered benefits including new enrollments, changes, termination and exit interviews, open enrollment and interfaced with clients and vendors.
- Represented the company at corporate wide meetings.
- Member of client senior leadership team. Participate in weekly meetings to discuss business strategies and new business initiatives.

03/2014 to 05/2019 **Executive Assistant to Senior VP**
Sparrow Health System – Lansing, MI

- Direct liaison with city planning officials, developers and consultants, established a streamline communication to increase efficiency of project completion.
- Marketed listings through internal and external websites online
- Worked directly within development departments from ground up resulting in deep understanding of project functions, increasing overall productivity.
- Monitored and collected tenant payments, maintained vendor accounts and closing of escrow schedules.
- Organized and researched prospective land purchasing opportunities and initiated contact with perspective tenants for new shopping centers.
- Listing and transaction coordinating as well as maintain and update listings on agent's website, multiple listing service, Costar, Buildout, and Apartments.com.
- Prepared Listing Agreements, Purchase Agreements, Disclosures as well as obtained signatures by meeting with clients or via DocuSign.
- Developed training programs for employee development and OSHA required safety training.
- Formulate procedures for systematic retention, protection, retrieval, and transfer and disposal of records.
- Created online marketing campaigns and newsletters pertaining to listings.
- Answered multiple phone lines, provided mentor with all messages, replied to all emails and documented new leads in spreadsheet form.
- Arranged meetings and created weekly schedule, including all travel arrangements.
- Completed research projects in proposal form regarding advertising ideas, lead & business development.
- Analyzed market trends to determine competitive market prices.
- Monitored and maintained deposit payments and closing of escrow schedule.
- Produced checks in payment of bills due, kept record of disbursements, and examined cancelled returned checks for endorsement.
- Submitted photographs and descriptions of property to marketing team for presentation and publication.
- Managed REO properties from cradle to grave, e.g., created files, obtained tax cards, tax bills, deeds, etc., entered new listings in the MLS, prepared contract packages and uploaded to specific REO client.
- Collaborated with landlords and development companies to build out office and retail spaces.
- Orchestrated all operation functions including but not limited to: award ceremonies, executive meetings, golf outings, etc.
- Organized the new office and designed systems to maximize administrative operations. Arranged and maintained sensitive documents in compliance with security procedures.
- Managed and tracked travel/meeting/conference expenses; worked closely with finance and accounting group to ensure spending was aligned and within budget.
- Planned company Board and Staff meetings, prepared agendas and processed meeting minutes.
- Arranged office holiday parties and other outside functions.
- Protected company brand and improved customer satisfaction by finding creative solutions to problems.
- Coordinated executive schedules for team of 6 real estate leaders.
- Designed PowerPoint presentations for monthly divisional meetings with top-level executives.

06/2011 to 03/2014 **Medical Assistant**
Aiken Dermatology And Skin Cancer Clinic – City, STATE

- Assessed, documented and monitored vital signs for more than 80 patients per day.
- Relayed messages from patients to the physicians regarding their prescriptions in addition to calling in these prescriptions.
- Demonstrated ability to lead and motivate outstanding healthcare teams.
- Collected blood, tissue and other laboratory specimens and prepared them for lab testing.
- Performed wide range of clerical tasks, including imaging, transcription and verifying work to keep office workflows running smoothly.
- Assisted with diagnostic testing by collecting and packaging biological specimens for internal and laboratory analyses.
- Conducted patient triage to determine urgency of illnesses and wound treatment for proper wellness measures.
- Performed patient scheduling and registration.
- Pulled and filed patient medical records. Respected rules and regulations of facility regarding HIPPA.
- Performed general office duties, scheduled appointments, obtained insurance authorizations, and educated patients on personal healthcare benefits.

EDUCATION AND TRAINING

2017 **BBA: Human Resources**
Strayer University - Washington, DC