

# Jessica Claire

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## PROFESSIONAL SUMMARY

- Multi-talented Human Resources Executive successful at streamlining costs and maximizing company profile in job market. Versed in EEOC and other relevant compliance statutes. Excellent organizational and time management skills coupled with task prioritization. Experienced [Job Title] with over [Number] years of experience in [Industry]. Excellent reputation for resolving problems and improving customer satisfaction. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Dedicated [Industry] professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

## SKILLS

- Employee Relations Oversight
- Cross Functional Collaboration
- Conflict Resolution
- Policy Improvement Recommendations
- Relationship Building
- Bargaining Agreements
- Problem Solving
- Hiring and Firing
- Regulatory Compliance
- Recruiting and Interviewing
- Negotiation Tactics
- Exit Interviews and Processes
- Administering Disciplinary Procedures
- Advising Department Managers
- Human Resources Operations
- Human Capital Management
- Union Negotiations
- Human Resource Information System HRIS
- Company Leadership
- Organizational Development
- Leadership Training and Development
- Employee Handbook Development
- Confidential Document Control
- Performance Optimization
- Human Resources Department Processes
- Verbal and Written Communication
- Human Resources Best Practices
- ADP Workforce Now
- Unemployment Claims
- Executive Recruiting
- Employee Referral Programs
- Corrective Action Planning
- Coaching and Mentoring
- Onboarding, Training and Development
- Employee Engagement Strategies
- Employee Feedback and Recognition

## WORK HISTORY

### HUMAN RESOURCES & DOT COMPLIANCE MANAGER

09/2010 to CURRENT

#### Sysco | Clifton Park, NY

- Implemented [Type] and [Type] sourcing strategies to identify high-quality candidates.
- Pre-screened resumes prior to sending to corporate hiring managers for consideration.
- Planned, monitored and appraised employee work results by training managers to coach and discipline employees.
- Partnered with departmental managers to ascertain hiring needs and subsequently provide candidate recommendations.
- Advocated for staff members, helping to identify and resolve conflicts.
- Improved office efficiency by effectively managing internal communications and correspondence.
- Liaised between multiple business divisions to improve communications.
- Devised hiring and recruitment policies for [Number]-employee company.
- Provided resolution to complex and confidential issues.
- Maintained optimal staffing levels by tracking vacancies and initiating recruitment and interview processes to identify qualified candidates.
- Updated training processes by reviewing existing documentation, leveraging feedback from associates, and working with legal and compliance teams.
- Worked with managers to achieve compliance with organizational policies, providing clarifying information and recommending necessary changes.
- Briefed new hires on essential job information, such as company policies, employment benefits and job duties.
- Managed random monthly drug testing for over [Number] employees.
- Utilized compliance tools, corrective actions and identification of deficiencies to mitigate audit risks.
- Provided guidance on policies and procedures to harmonize responses, provide appropriate investigation actions and reach resolution of grievances.
- Instructed senior leaders on appropriate employee corrective steps.
- Facilitated communication and coordination between employees and management to keep parties informed.
- Discovered and resolved complex employee issues that affected management and business decisions.
- Educated management on successful policy implementation and enforcement actions to prevent employee legal entanglements.
- Maintained current knowledge of industry regulations and legislation to amend policies and promote compliance.
- Worked as effective team member while contributing to local and regional HR projects.
- Created and implemented forward-thinking initiatives to improve employee engagement.

### HR MANAGER

10/2006 to 09/2010

#### Ashley Furniture | Richland, WA

- Monitored and handled employee claims involving performance-based and harassment incidents.
- Collaborated with legal and compliance teams to review paperwork, obtain feedback and procure available information for new training processes.
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for [Number] new employees.
- Collaborated with senior management and performed benefits analysis, corrective action planning and big-picture data capturing.
- Maintained company compliance with local, state and federal laws, in addition to established organizational standards.
- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.
- Coordinated with senior leadership and handled managerial needs by implementing fresh solutions into business strategies.
- Leveraged cost-effective digital systems to manage payroll and benefit programs.
- Organized and led staff orientation programs and training to promote collaboration.
- Maintained payroll and benefits for employees in various locations and diminished financial discrepancies through expert program management.
- Provided resolution to complex and confidential issues.
- Utilized compliance tools, corrective actions and identification of deficiencies to mitigate audit risks.
- Provided guidance on policies and procedures to harmonize responses, provide appropriate investigation actions and reach resolution of grievances.
- Facilitated communication and coordination between employees and management to keep parties informed.
- Streamlined complaint response management by providing guidance on policies and ensuring appropriate and accurate investigation processes.
- Briefed new hires on essential job information, such as company policies, employment benefits and job duties.
- Maintained current knowledge of industry regulations and legislation to amend policies and promote compliance.
- Worked with managers to achieve compliance with organizational policies, providing clarifying information and recommending necessary changes.
- Coordinated activities of human resources team, distributing resources and personnel effectively across organization to meet HR needs.

### HR GENERALIST

06/2001 to 10/2006

#### Bgc Partners | Bethlehem, PA

- Developed and enforced company policy and procedures relating to human resources activity.
- Conducted career fairs, screened resumes, and interviewed applicants to build candidate pipelines and enhance company culture.
- Improved quality of hiring decisions by working with hiring managers on new comprehensive employment selection processes.
- Provided advice to leadership on implementation of HR policies and procedures, collective bargaining and union agreements and business rollouts.
- Prepared and submitted organization's Affirmative Action Plan and EEO report.
- Implemented and supervised orientation procedures for new hires.
- Managed employee rewards programs.
- Managed change through open communication for addressing employee concerns, allowing for different opinions and publicizing new strategies.
- Liaised between multiple business divisions to improve communications.
- Improved operational processes resulting in productivity increase in HR department.
- Met with staff to resolve difficult situations related to performance and conflict management.
- Understood, interpreted and mediated human resources inquiries to support administration of human resources policies, procedures and programs.
- Coached managers through employee engagement, documentation, discipline and performance improvement plans.
- Facilitated criminal background check process for new hires.
- Provided guidance to managers and employees on talent management, payroll, FMLA, and benefits.
- Handled new-hire orientation and basic recruiting tasks for best-in-class talent identification.
- Liaised with HR and payroll to coordinate and manage employee leaves of absence.
- Worked cooperatively with collective bargaining union representatives and management to establish accurate job position descriptions, classifications, pay grades and compensation.
- Conducted confidential investigations of discrimination, harassment and workplace violence.
- Processed unemployment claims and acted as company representative at unemployment hearings.
- Enabled transition of 800 employees from paper time sheets to electronic, eliminating manual time entry.
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### HR COORDINATOR

10/1998 to 06/2001

#### Valley Media | City, STATE

- Coordinated company training and compiled training reports and communication to support compliance with corporate requirements.
- Assisted management staff in annual year-end processes and data audits.
- Coordinated meetings, developed meeting content and presented human resources law updates.
- Reviewed human resources paperwork for accuracy and completeness.
- Explained employee compensation, benefits, schedules, working conditions and promotion opportunities.
- Supported human resources staff with new hire orientations and monthly departmental meetings.
- Supported HR functions with emphasis on record keeping, data entry and general HR tasks.
- Maintained human resources information system and kept employee files up to date and accurate.
- Coordinated complex travel schedules, accommodations and trip logistics for candidates and executives.
- Completed employee employment verifications and unemployment paperwork prior to hire or termination.

## EDUCATION

### Associate of Arts | Communications, General

Mills College, Oakland, CA

### Associate of Arts | Communications, General

UC Davis, Davis, CA