

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

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Collaborative and detail oriented Human Resources Project Manager with the ability to support projects and organizational objectives functionally and strategically. Highly organized, methodical and skilled at overseeing details and milestones across high-performing teams.

## SKILLS

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- HR Project Management
- Information Systems Management
- Process and Procedure Management
- Vendor Management
- Training & Workshop Development
- Cross-functional Team Management
- Report Writing & Data Analysis
- Database Development and Maintenance
- Policy & Procedure Administration
- Excellent communication skills

## WORK HISTORY

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11/2015 to Current **HR and Database Administrator**

**Teradyne, Inc.** – Austin, TX

- Lead development and implementation of client and service information system to support nine domestic violence and batterer prevention programs and more than 2500 clients per year
- Develop, update, and maintain ETO (Efforts to Outcomes) database
- Lead testing of programs and database procedures and modify as needed
- Document features and processes
- Establish user security protocol
- Develop and distribute documentation on system processes
- Perform continued maintenance and development of bug fixes and patch sets for existing web application
- Collaborate with agency Directors and Senior Management on concept and system upgrades
- Manage new employee on-boarding
- Maintain accurate employee files including periodic background checks
- Update Paylocity employee information, changes in benefits and other details
- Provide information and support to employees for health And pension benefit questions

06/2010 to 10/2015 **Business Development Manager**

**McCarthy Building Companies, Inc.** – Freeport, TX

- Lead cross-functional group of marketing professionals overseeing business development pursuits
- Collaborate with members of proposal team to develop strategy
- Establish production schedule and develop a resource plans to ensure a timely response
- Follow up with members of the proposal team on status of all proposal elements and expedite as required
- Develop non-technical and review technical portions of proposal
- Edit and organize all materials supplied by support groups
- Provide graphic/layout assistance
- Other marketing-related functions as necessary
- Participate and actively engage in strategy meetings with other shareholders
- Communicate with customer representatives for feedback and distribution
- Proofread copy written by colleagues to correct spelling, punctuation and grammar
- Supported marketing programs and campaigns with content and messaging to drive demand

09/2008 to 08/2009 **Project Director**

**Marco Technologies** – Saint Louis Park, MN

- Lead cross functional project teams insure project deliverables were completed on-time and as budgeted
- Primary interface between the client, inVentiv Clinical Solutions (iCS), and project team members
- Develop and train staff on standards for implementation, documentation, and invoice processing for Strategic Resource Group model
- Development of standardized process and documentation for SRGs supporting nine major pharmaceutical initiatives
- Developed and oversee project operations and manage and resolve multi-functional issues
- Coordinate site personnel, clients and contractors to ensure on-time project delivery
- Improve process efficiency and workflow by implementing productivity initiatives and proactively identify and resolve problems
- Perform regular job site observations to provide direction for general contractor personnel and subcontractor laborers
- Plan and supervise project operations
- Resolve cross-functional issues

09/2002 to 10/2008 **Project Manager**

**Pfizer Inc** – City, STATE

- Utilize Project Management methodology to lead and support activities required to achieve identified outcomes for Global HR Operations and Business Administration
- Develop and track scope, project plans, checkpoints and activity lists
- Lead projects within Human Resource Operational Units including: Pension and Savings Administration; Global Relocation Services; and Health and Welfare Administration
- Lead the development and implementation of HR interactive voice response system serving approximately 90,000 active and former colleagues
- Lead project to add efficiency to the storage, maintenance and availability of benefits related information resulting in centralized repository for health and welfare, retirement, and savings plan information
- Promoted adherence to quality control standards by training employee facing service vendors on corporate culture and keeping team apprised of organizational changes that impact call center activity
- Adjust project plans to account for dynamic targets, staffing changes and operational specifications
- Help develop long-term business strategy and process improvements based on customer feedback
- Make appropriate changes and modifications to project plans to meet organizational needs
- Lead company projects and programs that supported company's HR function as a business partner

## EDUCATION

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**MBA: Marketing**

Centenary College - Hackettstown, NJ

**Bachelor of Arts: Communications**

Rider University - Lawrenceville, NJ