

Jessica Claire

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Professional Summary

Dedicated Human Resources 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

- Coordinate Events
- Staff Orientation
- Executive Support
- New Hire Orientation
- Pre-Employment Screening
- Full cycle recruiting
- Background checking
- Exit interviews
- Knowledge of Peoplesoft, Teams, Microsoft suite
- Meeting coordination
- Scheduling
- Payroll and budgeting

Work History

- 10/2022 to Current

Benefits Coordinator

Northwell Health – Yorktown Heights, NY

 - Administer Brookhaven National Laboratory benefit plans (medical, dental, vision care, flexible spending, health savings) and health reimbursement accounts.
 - Ensure compliance with federal and state regulations including eligibility, enrollment, resolution of claims issues, vendor data and invoices, and qualifying events for employees, retirees, participants receiving long term disability benefits.
 - Serve as point of contact for inquiries related to benefit plans, procedures and policies, and work with vendors to resolve benefits-related issues
 - Draft benefits-related communications and instructions for participants.
 - Maintain PeopleSoft HR records related to benefits enrollments/changes and vendor file feeds.
 - Support benefits events and activities, such as coordination of annual open enrollment and review and distribution of benefits-related materials
 - Explained benefits to plan participants in easy-to-understand terms in order to educate each on available options.
 - Checked employees' benefits enrollment for accuracy and inputted all data into PeopleSoft.
 - Observed strict procedures to maintain data and plan participant confidentiality

01/2016 to 04/2022

Human Resources Specialist

City Of Minneapolis, Mn – Minneapolis, MN

- Administered organization benefits plan Aetna, Empire blue cross, Cigna, oversaw benefit needs across 11 departments, talent management, data for over 1,100 employees at headquarters and 278 in-country offices while addressing ineffective practices.
- Supported HRMS functions in ORACLE and Workforce Now by ensuring record keeping, accurate data entry to facilitate benefits enrollments on effective dates, track and update changes, and action terminations Workforce Now.
- Managed full cycle recruiting process (job posting, sourcing, interview, recommendation, selection, and issues offers) to drive department and business objectives.
- Verified applicant references and employment details.
- Compiled and produced qualified candidates' information for hiring manager review and liaised between parties to coordinate formal, management interviews.
- Coordinated schedules to arrange management interviews with applicants.
- Conducted career fairs, screened resumes, and interviewed applicants to build candidate pipelines and enhance company culture.
- Liaised with HR and payroll to coordinate employee leaves of absence.
- Reviewed annual budget with benchmarks using Microsoft Excel for daily, weekly, and monthly reporting to prevent overages, high turnover, and reach goals highlighted in Work plan.
- Acted as brand ambassador to educate candidates on company culture, career growth, benefits, and advantages of employment.
- Resolved plan participant's issues/inquiries regarding medical plans, benefit eligibility, and filing benefit claims for health, dental, life through telephone, email, and in-person interactions.
- Observed HR's open-door policy and advised employees accordingly.

01/2014 to 01/2016

Human Resources Associate

Dignity Health – Redwood City, CA

- Enforced workplace safety, offered and supported flexible work arrangement programs, and implemented open communication channels throughout organization.
- Contributed to annual performance appraisals by working with managers to achieve consistency and 98% compliance with established procedures.
- Reviewed existing policies and procedures to make recommendations for enhancing work productivity, recruitment, hiring processes, and talent management.
- Worked with senior leadership in recruiting and evaluated 80% of potential candidates.
- Maintain HR Open Door Policy and provide information to staff as required.
- As staff representative, advocated, guided, encouraged, and supported working groups to identify, and resolve grievances and conflicts up to 68% positive outcome.
- Coordinated and conducted new hire pre-interviews
- Researched payroll, COBRA, disability, and FMLA issues

01/2011 to 01/2014

Executive Coordinator

Bank Of America – City, STATE

- Planned, scheduled, and directed daily, weekly and monthly workshops as needed to engage, assess and provide support/guidance to more than 1,100 employees at headquarters and 17 field offices around planning, operations, training, and financial resources.
- Conducted cost analysis on 2800 vendors to increase revenue and ensure that best value for money was obtained and that all contractual obligations were met.
- Prepared weekly financial and productivity reports to assist senior management with key decision making and strategic, operational planning.
- Oversaw expenditures and worked with budget and finance department to curtail over-expenditures by 32%.
- Entered and maintained New hire records into company database using HRIS.
- Maintained confidential nature of all employees and company proprietary and privileged information used or observed while performing job duties.
- Studied guides, samples, and charts to determine setup requirements for each task.
- Conducted research, gathered information from multiple sources and presented results
- Managed on-site evaluations, internal audits, and customer surveys

01/2005 to 01/2010

Banking Center Operation Specialist

Company Name – City, State

- Assessed budget plans and present costs to forecast trends and recommend changes.
- Maintained confidentiality of bank records and client information to prevent mishandling of data and potential breaches achieved 96% compliance.
- Adhered to established security procedures and reported potential fraud or safety violations to senior management for immediate recourse.
- Ensured compliance with all Federal, State, and local regulations and policies.
- Drove business development and customer acquisition by devising targeted marketing and promotions plans.
- Trained new sales personnel on company policies, customer acquisition strategies, and successful sales techniques.
- Delivered all money exchange products to customer locations within specific time frames.
- Developed team communications and information for meetings
- Created plans and communicated deadlines to ensure projects were completed on time

Education

- 05/2019
- Bachelor of Science: Business Administration And Management

SUNY Farmingdale - Farmingdale, NY