

# Jessica Claire

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PROFESSIONAL SUMMARY	<p>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.</p>		
SKILLS	<ul style="list-style-type: none"><li>Operations Management</li><li>Team Leadership</li><li>Project Planning</li><li>People Management</li><li>Organizational Development</li><li>Customer Service</li><li>Effective Communication</li><li>Problem Solving</li><li>Equal opportunities facilitation</li><li>Records management</li><li>Training and mentoring</li><li>Benefits and compensation management</li><li>Workforce improvements</li></ul>		
WORK HISTORY	<p><b>HUMAN RESOURCES MANAGER</b> 01/2016 to CURRENT</p> <p><b>Catalent Pharma Solutions, Inc.   Washington, DC</b></p> <ul style="list-style-type: none"><li>Managed all human resource activities, as well as strategic workforce planning and employee relations that include recruitment, training, safety awareness, crisis management, and problem solving</li><li>Synchronized and harmonized cross-functional initiatives to facilitate completion of long-term projects, programs, and processes</li><li>Conducted retention studies, disciplinary actions, policy revisions, and implementations to maximize performance</li><li>Engaged with wide range of third-party agents to ascertain requirements, detect risks, and determine remediation</li><li>Utilized qualitative and quantitative analytical techniques to recommended changes based on established protocols</li><li>Key Achievements:</li><li>Led business process management and operational activities for 84 employees, oversaw 11 departments, rectified 50+ discrepancies, determined root cause and developed corrective actions plans within 5 days</li><li>Instituted use of human capital and business management techniques to accomplish business initiatives, delivering 1K analysis reports to executive leaders in support of \$29M budget and 400K yearly patient load</li><li>Advised senior leaders on trend analyses, accountability, organizational development, resource management, and funding allocations to ensure recruiting and retention requirements remained over 95% quarterly</li><li>Recommended/ implemented courses of actions-based findings and facilitated necessary changes in accordance with federal, state, and local regulations.</li><li>Implemented performance reviews and motivational strategies to elevate HR team results</li><li>Motivated employees through special events and incentive programs</li><li>Processed employee claims involving performance issues and harassment</li><li>Maintained payroll and benefits for employees in various locations, minimizing financial discrepancies through detailed program management</li><li>Organized and led staff orientation programs and training to promote collaboration</li><li>Facilitated onboarding sessions and on-the-job training for new hires bolstering position knowledge and skillset</li><li>Maintained human resources regulatory compliance with local, state and federal laws</li><li>Used technologically relevant digital systems to manage payroll and benefits programs</li><li>Directed job fairs to bring in local talent for long term and seasonal positions</li><li>Coordinated with senior leadership and handled managerial needs by implementing fresh solutions into business strategies</li><li>Initiated and maintained workers compensation cases for tracking, reporting and legal mechanics</li><li>Evaluated employee onboarding programs and presented strategic improvement recommendations to upper management</li><li>Collaborated with legal and compliance teams to review paperwork, obtain feedback and procure available information for new training processes</li><li>Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for 200+ new employees</li><li>Liaised between multiple business divisions to improve communications</li><li>Briefed new hires on essential job information, such as company policies, employment benefits and job duties</li></ul> <p><b>PROGRAM MANAGER</b> 01/2013 to 01/2016</p> <p><b>Flightsafety International Inc.   Salt Lake City, UT</b></p> <ul style="list-style-type: none"><li>Oversaw largest Medical Resource Management department</li><li>Advised executive leadership in management of \$10.7M operations budget and \$22M manpower program</li><li>Formulated and forecasted operating budget, allocated funds, and facilitated and approved purchases for operating supplies, equipment, and capital improvement projects</li><li>Key Achievements:</li><li>Served as program manager for all revenue cycle operations including third party collections (TPC), medical affirmative claims (MAC) and medical services account (MSA) totaling \$6M+ annually</li><li>Analyzed and evaluated contractor's progress by reviewing key performance indicators (KPIs) as Quality Assurance Evaluator for Third Party Collections contract</li><li>Provided insight for senior leadership that guided informed decision-making process based on hospital's historical data</li><li>Supervised team of 47 employees</li><li>Defined organizational goals and objectives that aligned with Higher Head Quarters mission</li><li>Directed and structured work assignments established priorities and defined policies and procedures</li><li>Oversaw all aspects of human resources: participated in new employee selection, trained, and mentored personnel, prepared, and delivered performance evaluations and oversaw counseling, discipline and terminations as needed</li><li>Observed team's compliance with OSHA, HIPAA, AAAHC and TJC regulations as well as Privacy Act guidelines.</li></ul> <p><b>HEALTHCARE SERVICE MANAGER</b> 01/2010 to 01/2013</p> <p><b>United States Air Force   City, STATE</b></p> <ul style="list-style-type: none"><li>Supervised daily operations in cooperation with various physicians, professionals, and administrators to assure minimal disruption to service and maximum effectiveness in all capacities</li><li>Steered corporate strategy to align with HIPAA standards, as well as federal, state, and local ordinances in healthcare management</li><li>Composed and delivered policies that boosted efficiency and productivity across all business channels</li><li>Key Achievements:</li><li>Promoted transformative and safety-focused work culture orientated on improving patient care standards, robust data tracking, optimized infection control tactics, and enhanced OSHA adherence</li><li>Championed continuous improvement and best practices across key processes to foster overall operational excellence</li><li>Managed health care administrative personnel in oversight of medical records management</li><li>Oversaw 42 patient administrators in support of \$10M managed health care programs that served 26,000+ TRICARE beneficiaries.</li></ul> <p><b>HEALTHCARE MANAGEMENT TECHNICIAN</b> 01/2002 to 01/2010</p> <p><b>United States Air Force   City, STATE</b></p> <ul style="list-style-type: none"><li>Directed daily operations for medical records, analyzed access to care trends, customer satisfaction and appointment utilization, advising executive members on resourced activities</li><li>Managed physical examination assessments and occupational health programs for 5700+ personnel</li><li>Key Achievements:</li><li>Managed assembly, coding, analysis, data entry, and deficiency/delinquency tracking and filing of medical records for largest Air Force Medical Center</li><li>Provided high-quality patient care, clinical administration, crossing wide range of disciplines, including emergency department, pediatrics, patient administration, and resource management</li><li>Flawlessly maintained 100% accountability for \$200K systems account &amp; 100K medical records section</li><li>Aggressively investigated lost medical records reports; developed complex database to track trends and analyze data to ensure successful root-cause analysis.</li><li>Led projects and analyzed data to identify opportunities for improvement</li><li>Maintained excellent attendance record, consistently arriving to work on time</li><li>Proved successful working within tight deadlines and fast-paced atmosphere</li><li>Learned new skills and applied to daily tasks to improve efficiency and productivity</li></ul> <tr><td>EDUCATION</td><td><p><b>Master's Degree</b>   Public Health 01/2019</p><p><b>Grand Canyon University, Phoenix, AZ</b></p><p><b>Professional Management Certification</b> 06/2016</p><p><b>Community College of The Air Force, Montgomery, AL</b></p><p><b>Bachelor's Degree</b>   Healthcare Administration 12/2013</p><p><b>Ashford University</b></p><p><b>Associate of Applied Science</b>   Healthcare Management 08/2007</p><p><b>Community College of The Air Force, Montgomery, AL</b></p></td></tr>	EDUCATION	<p><b>Master's Degree</b>   Public Health 01/2019</p> <p><b>Grand Canyon University, Phoenix, AZ</b></p> <p><b>Professional Management Certification</b> 06/2016</p> <p><b>Community College of The Air Force, Montgomery, AL</b></p> <p><b>Bachelor's Degree</b>   Healthcare Administration 12/2013</p> <p><b>Ashford University</b></p> <p><b>Associate of Applied Science</b>   Healthcare Management 08/2007</p> <p><b>Community College of The Air Force, Montgomery, AL</b></p>
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