

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

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. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

- Payroll coordination
- Labor negotiations
- Compensation and benefits
- Succession planning
- Recruitment
- Personnel Recruitment
- Compensation Structuring
- Company Organization
- Benefits and Compensation Management
- Conflict Resolution
- Benefits administration
- Recordkeeping
- File and records management

WORK HISTORY

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| 01/2022 to Current | Human Resources Manager Crenlo – Rochester, MN <ul style="list-style-type: none">• Processed employee claims involving performance issues and harassment.• Implemented performance reviews and motivational strategies to elevate HR team results.• Motivated employees through special events and incentive programs.• Collaborated with legal and compliance teams to review paperwork, obtain feedback and procure available information for new training processes.• Liaised between multiple business divisions to improve communications.• Initiated and maintained workers compensation cases for tracking, reporting and legal mechanics.• Maintained human resources regulatory compliance with local, state and federal laws.• Maintained payroll and benefits for employees in various locations, minimizing financial discrepancies through detailed program management.• Provided resolution to complex and confidential issues.• Promoted employee engagement with organizational objectives during new employee orientations and industry conventions.• Created and implemented forward-thinking initiatives to improve employee engagement.• Briefed new hires on essential job information, such as company policies, employment benefits and job duties.• Retained 100% protocol on management tools and procedural accuracy.• Worked with managers to achieve compliance with organizational policies, providing clarifying information and recommending necessary changes. |
| 03/2015 to 01/2016 | Administrative Assistant Imagine One – Lexington Park, MD <ul style="list-style-type: none">• Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.• Executed record filing system to improve document organization and management.• Screened visitors and issued badges to maintain safety and security.• Managed relational database to store information for reference, reporting and analysis.• Generated reports and typed letters in Word and prepared PowerPoint presentations.• Received and sorted incoming mail and packages to record, dispatch or distribute to correct recipient.• Interacted with vendors to purchase and set up equipment and services. |
| 02/1985 to 02/2015 | General Manager Ceva Logistics U.S., Inc. – Aguadilla, PR <ul style="list-style-type: none">• Drove year-over-year business growth while leading operations, strategic vision and long-range planning.• Prepared annual budgets with controls to prevent overages.• Reduced costs, managed delivery schedules and performed risk analysis to improve overall profitability.• Utilized enterprise risk management software to improve operational insight and planning.• Maximized operational excellence mentoring personnel on management principles, industry practices and company procedures.• Implemented operational strategies and effectively built customer and employee loyalty.• Designed modern employee recognition program which boosted productivity and improved morale.• Performed statistical analyses to gather data for operational and forecast team needs.• Introduced new methods, practices and systems to reduce turnaround time.• Enhanced operational efficiency and productivity by managing budgets, accounts and costs.• Developed and maintained relationships with customers and suppliers through account development.• Assessed reports to evaluate performance, develop targeted improvements and implement changes.• Provided thoughtful guidance to personnel in navigating and resolving snags in productivity.• Boosted productivity consolidating material planning, data collection, payroll and accounting programs into one system.• Developed effective business plans to align strategic decisions with long-term objectives.• Delivered business strategy and developed systems and procedures to improve operational quality and team efficiency.• Managed budget implementations, employee evaluations and contract details.• Reduced process bottlenecks by training and coaching employees on practices, procedures and performance strategies.• Evaluated suppliers to maintain cost controls and improve operations.• Identified trends in customer marketplaces to develop valuable solutions. |

EDUCATION

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| 06/1984 | High School Diploma Marysville Pilchuck High School - Marysville, WA |
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