

# Jessica Claire

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## SUMMARY

Senior Human Resources business partner with strong recruitment, employee development, and management skills. Creative manager with a passion for engaging employees for the success of the organization, as well as the employee. Experienced professional in Human Resources responsible for the startup and design of HR departments in two successful businesses with multi-site responsibilities. Designed and implemented HR policies, procedures and programs. A proven leader in charge of designing and managing a successful corporate wellness program resulting in significant savings. Lifelong learner with bachelors degrees in Human Resources Management and Accounting, as well as SPHR certification. Achievements & Areas of Expertise Achievements: Developed and managed an aggressive recruiting, training, and development program in the regional Human Resources Department of a cable, internet, and phone company, growing from 1 to 5 regional offices in Columbus and Cleveland, and from 10 to more than 300 employees. Designed and implemented a recruiting & on-boarding program for Spanish-speaking applicants to become employed in the U.S. Developed and implemented a corporate health and wellness program, resulting in significant cost savings. Evaluated and managed system conversions of health insurance, online hiring, payroll and 401(k) plans. Winner of the WOW! Award, \*Take A Chance\* category for creative design/implementation of a successful hiring & on-boarding program. Awarded Manager of the Quarter in 2013. Expertise: Strategic HR Planning Employee Relations Training & Development Policy Design & Administration Recruiting & Staffing Compensation & Benefits Workers Compensation Federal & State Compliance Performance Management Budgeting Multi-site Management Safety Management Certified Human Resources Professional with extensive employee relations experience in a full range of functions, as well as success in simultaneously managing multiple projects.

## HIGHLIGHTS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

## ACCOMPLISHMENTS

## EXPERIENCE

**Human Resources Manager**, 01/2012 - Present

**Pyramid Hotel Group** – Hanover, NH

- Manage Human Resources Department and staff at Ohio distribution center responsible for providing merchandise to 240 stores within midwest region.
- Designed and implemented employee training programs to improve company culture, leadership, and internal interview/recruitment processes.
- Responsible for recruiting, staffing, development, training, succession planning, performance management, employee relations, compensation, benefits, payroll, safety, workers compensation, federal and state compliance.

**Senior Regional Human Resources Manager**, 01/2001 - 01/2010

**Pyramid Hotel Group** – Houston, TX

- Start up and manage the Human Resources Department and staff for the Ohio Region of WOW! Internet, Cable and Phone, 10 time J.D.Power and Associates Award winner, offering cable, high speed internet and telephone services to residential and commercial customers, working in Columbus and Cleveland offices.
- Plan and develop key business partnerships with senior management.
- Instrumental in creating and maintaining an open, honest, value-based organizational culture.
- Responsible for recruiting, staffing, development, training, succession planning, performance management, employee relations, compensation, benefits, payroll, safety, workers compensation, federal and state compliance.

**Human Resources Manager**, 01/1997 - 01/2001

**Accenture** – Lexington, KY

- Manage the Human Resources Department for three companies specializing in commercial/industrial painting and coating, commercial/industrial construction and computer control system engineering.
- Responsible for recruiting, staffing, development, training, succession planning, performance management, employee relations, compensation, benefits, federal and state compliance.
- Additional responsibilities include EEOC Officer.

**Human Resources Consultant**, 01/1998 - Present

**Winchester Vision Care, Inc** – City, STATE

- Provide consulting services, in all aspects of Human Resources for a three doctor optometric practice.
- Responsibilities include recruiting, hiring, compensation, benefits, policies, procedures, performance management and compliance.

## EDUCATION

**Bachelor of Science:** Management Accounting

**Franklin University** - Columbus, Ohio

Management Accounting

**Bachelor of Science:** Human Resource Management

**Franklin University** - Columbus, Ohio

Human Resource Management Certified Senior Professional in Human Resources (SPHR) by Society for Human Resource Management Jessica Claire, SPHR

## AFFILIATIONS

## SKILLS

benefits, Cable, consulting, employee relations, employee training, senior management, hiring, Human Resource Management, Human Resources, leadership, organizational, painting, payroll, performance management, policies, processes, recruiting, recruitment, safety, staffing, system engineering, telephone, Phone