

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.

SKILLS

- Operations Management
- Team Leadership
- Project Planning
- People Management
- Organizational Development
- Customer Service
- Effective Communication
- Problem Solving
- Equal opportunities facilitation
- Records management
- Training and mentoring
- Benefits and compensation management
- Workforce improvements

WORK HISTORY

HUMAN RESOURCES MANAGER 01/2016 to CURRENT

Catalent Pharma Solutions, Inc. | Washington, DC

- 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
- Synchronized and harmonized cross-functional initiatives to facilitate completion of long-term projects, programs, and processes
- Conducted retention studies, disciplinary actions, policy revisions, and implementations to maximize performance
- Engaged with wide range of third-party agents to ascertain requirements, detect risks, and determine remediation
- Utilized qualitative and quantitative analytical techniques to recommended changes based on established protocols
- Key Achievements:
- 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
- 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
- Advised senior leaders on trend analyses, accountability, organizational development, resource management, and funding allocations to ensure recruiting and retention requirements remained over 95% quarterly
- Recommended/ implemented courses of actions-based findings and facilitated necessary changes in accordance with federal, state, and local regulations.
- Implemented performance reviews and motivational strategies to elevate HR team results
- Motivated employees through special events and incentive programs
- Processed employee claims involving performance issues and harassment
- Maintained payroll and benefits for employees in various locations, minimizing financial discrepancies through detailed program management
- Organized and led staff orientation programs and training to promote collaboration
- Facilitated onboarding sessions and on-the-job training for new hires bolstering position knowledge and skillset
- Maintained human resources regulatory compliance with local, state and federal laws
- Used technologically relevant digital systems to manage payroll and benefits programs
- Directed job fairs to bring in local talent for long term and seasonal positions
- Coordinated with senior leadership and handled managerial needs by implementing fresh solutions into business strategies
- Initiated and maintained workers compensation cases for tracking, reporting and legal mechanics
- Evaluated employee onboarding programs and presented strategic improvement recommendations to upper management
- Collaborated with legal and compliance teams to review paperwork, obtain feedback and procure available information for new training processes
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for 200+ new employees
- Liaised between multiple business divisions to improve communications
- Briefed new hires on essential job information, such as company policies, employment benefits and job duties

PROGRAM MANAGER 01/2013 to 01/2016

Flightsafety International Inc. | Salt Lake City, UT

- Oversaw largest Medical Resource Management department
- Advised executive leadership in management of \$10.7M operations budget and \$22M manpower program
- Formulated and forecasted operating budget, allocated funds, and facilitated and approved purchases for operating supplies, equipment, and capital improvement projects
- Key Achievements:
- 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
- Analyzed and evaluated contractor's progress by reviewing key performance indicators (KPIs) as Quality Assurance Evaluator for Third Party Collections contract
- Provided insight for senior leadership that guided informed decision-making process based on hospital's historical data
- Supervised team of 47 employees
- Defined organizational goals and objectives that aligned with Higher Head Quarters mission
- Directed and structured work assignments established priorities and defined policies and procedures
- 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
- Observed team's compliance with OSHA, HIPAA, AAAHC and TJC regulations as well as Privacy Act guidelines.

HEALTHCARE SERVICE MANAGER 01/2010 to 01/2013

United States Air Force | City, STATE

- Supervised daily operations in cooperation with various physicians, professionals, and administrators to assure minimal disruption to service and maximum effectiveness in all capacities
- Steered corporate strategy to align with HIPAA standards, as well as federal, state, and local ordinances in healthcare management
- Composed and delivered policies that boosted efficiency and productivity across all business channels
- Key Achievements:
- Promoted transformative and safety-focused work culture orientated on improving patient care standards, robust data tracking, optimized infection control tactics, and enhanced OSHA adherence
- Championed continuous improvement and best practices across key processes to foster overall operational excellence
- Managed health care administrative personnel in oversight of medical records management
- Oversaw 42 patient administrators in support of \$10M managed health care programs that served 26,000+ TRICARE beneficiaries.

HEALTHCARE MANAGEMENT TECHNICIAN 01/2002 to 01/2010

United States Air Force | City, STATE

- Directed daily operations for medical records, analyzed access to care trends, customer satisfaction and appointment utilization, advising executive members on resourced activities
- Managed physical examination assessments and occupational health programs for 5700+ personnel
- Key Achievements:
- Managed assembly, coding, analysis, data entry, and deficiency/delinquency tracking and filing of medical records for largest Air Force Medical Center
- Provisioned high-quality patient care, clinical administration, crossing wide range of disciplines, including emergency department, pediatrics, patient administration, and resource management
- Flawlessly maintained 100% accountability for \$200K systems account & 100K medical records section
- Aggressively investigated lost medical records reports; developed complex database to track trends and analyze data to ensure successful root-cause analysis.
- Led projects and analyzed data to identify opportunities for improvement
- Maintained excellent attendance record, consistently arriving to work on time
- Proved successful working within tight deadlines and fast-paced atmosphere
- Learned new skills and applied to daily tasks to improve efficiency and productivity

EDUCATION

Master's Degree | Public Health 01/2019
Grand Canyon University, Phoenix, AZ

Professional Management Certification 06/2016
Community College of The Air Force, Montgomery, AL

Bachelor's Degree | Healthcare Administration 12/2013
Ashford University, CA

Associate of Applied Science | Healthcare Management 08/2007
Community College of The Air Force, Montgomery, AL