

# Jessica Claire

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## SUMMARY

Experienced Human Resources Professional with PHR, SHRM-CP and AIRS CRP certifications with an established history of partnering with business leaders, managers and employees to enhance organizational effectiveness by developing HR strategies and implementing initiatives which directly support the achievement of business objectives. Core Qualifications Benefits Administration Employee conflict resolution DOL audits, EEOC claims, employment law FMLA/Leave Administration Recruiting & Retention Onboarding/Personnel records management Policies & procedure administration Compensation review & analysis Unemployment requests & appeal responses Service Contract Act/Davis Bacon Act Compliance

## SKILLS

- AIRS Professional Recruiter certified 2016
- Technical
- Microsoft Office Suite, SAP/Success Factors, KRONOS, Plex, JD Edwards/AS 400 Super user, Ultimate Software, ADP, Deltek/GCS
- Page 1 of 3
- E.H. Claire

## EXPERIENCE

- 12/2016 to Current    **Senior Human Resources Manager**  
**Cpi Card Group Inc** – Fort Wayne, IN
- Transformed HR from administrative role to a strategic business partner, including working with senior management to drive key business and implement performance initiatives
  - Conducted extensive analysis of existing HR organization and developed business plan to update all policies, procedures, services, programs, and operations
  - Directed human resource functions, including recruiting, hiring practices, legal compliance, benefits and compensation
  - Led transformation of company perception of the HR function to be viewed as a value-added service
  - Collaborate with department heads throughout organization in an effort to streamline policies and practices across departments and business units
  - Provide support services to over 2,700 employees located in 26 states
  - Monitor, implement and revise policy and procedures to meet organizational needs and to comply with state and federal laws
  - Develop, implement and control new policies in meeting the changing needs of the company
  - Ensures all support services functions are performed and executed according to Federal Acquisition Regulations (FAR)
  - Advise senior management on complex legal matters and compliance related issues
  - Administer performance management and compensation plan
  - Responsible for training, coaching, and serving as an expert in key HR areas such as: Sexual Harassment, ADAAA, FMLA, OSHA, Title VII, FLSA, Hiring, Termination, and Disciplinary action
  - Represent on all aspects of federal, state and local employment matters, including government contracts compliance issues, compliance with federal labor initiatives, such as the Service Contract Act (SCA), Davis-Bacon Act (DBA), internal audits and government investigations
  - Implementation of HR strategies by establishing department accountabilities including staffing, employment processing, compensation, health and welfare benefits, training and development, records management, safety and health, employee relations and retention, and OFCCP/EEO compliance
  - Manage Workers Compensation and responsible for safety program and initiatives
  - Responsible for all aspects of payroll maintenance and administration.
- 12/1999 to 12/2003    **Human Resources Representative**  
**Altec** – Lima, OH
- 2000-9001 certified company with 1200 employees located in 5 manufacturing facilities located in the US
  - Administered, processed, and maintained company benefits such as Medical, Dental, 401(k), Life, Pension, Long Term Disability, Tuition Reimbursement, COBRA, and Workers Compensation
  - Assisted with the facilitation of employee meetings, roundtable discussions, and one on one meetings to discuss issues impacting production, scheduling, benefits, or employee relation issues
  - Researched, evaluated, and implemented corporate benefit plans and programs
  - Communicated with new hires, active employees, and management, regarding benefits enrollment and program eligibility
  - Conducted exit interviews and carried out reduction in force actions
  - Negotiated and responded with professional staffing agencies and vendors regarding payment and hiring needs
  - Responsible for recruiting, selection, and placement of exempt and non-exempt employees
  - Management and supervision of all contract temporary employees
  - Responsible for the revision of policies and procedures
  - Coordinated training programs and administered orientation programs for employees
  - Administration of employee benefits, policies & procedures, disciplinary action, FMLA, and Workers Compensation
  - Coordinator of community relation programs, company sponsored events, and special projects.
- 12/1995 to 12/1997    **Licensed Insurance Agent, Casualty**  
**Lupoli** – Chelmsford, MA
- Specialized in homeowners and personal automobile policy administration within the agency
  - Responsible for the development of new accounts and management of current accounts
  - Dealt directly with Policyholders following accidents, vehicle theft or property damage
  - Audited and maintained agency records, processed new policies and renewals
  - Performed billing, customer service, computer software maintenance, and administrative duties
  - MAJOR PROJECTS/ACHIEVEMENTS
  - Key involvement in the implementation of a new inventory control/HRIS system company wide
  - Designed and developed a plan of action to onboard over 800 personnel in a two week period in a rural area of the US
  - Accomplished the task as planned, earning the trust and respect of both the customer and workforce
  - Effectively managed benefits open enrollment for 2500 employees with new benefit providers and a new HRIS system
  - Managed recruiting department, decreasing open requisitions 45% in 5 months simultaneously implementing a new ATS system.
- Assistant General Manager**  
**North American Lighting, Inc** – City, STATE
- Responsible for leading the Human Resources and Training function for a large automotive manufacturing facility
  - Works closely with corporate and plant management aligning the local human resources and training strategy with the overall plant strategy and goals
  - Plan, develop and implement policies, procedures, and activities that will enhance employee relations.

## EDUCATION AND TRAINING

**BBA: Business Management**  
**Athens State University** - Athens, AL  
Cum Laude, Delta Mu Delta International Honor Society in Business Administration

## ACTIVITIES AND HONORS

Member of SHRM and NASHRM since 2005 SHRM-CP certified 2015

## CERTIFICATIONS

Professional Professional Human Resources Certification, PHR OSHA 10 Certified, General Industry/Construction