

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Methodical and versatile Human Resources Specialist with eight years of hands-on experience in consulting food industry-related organizations. Proficiency in Employee Management, protocol training and policy implementation. I bring 10 years of experience providing guidance on human resources topics and challenges. In-depth knowledge of employee management, training program implementation and HR operational efficiency strategies.

SKILLS

- Management Consulting
- Termination Documentation
- Employee Relations
- Work Complaint Handling
- Procedure Compliance
- New Hire Onboarding
- Harassment Investigation
- Recruitment Management
- Decision Making
- Policy Interpretation
- Business Intelligence
- Complex Problem Solving
- Training Development and Execution
- Conflict Resolution
- ADP Workforce
- Performance Appraisal

WORK HISTORY

01/2022 to Current **Human Resources Specialist**

Caterpillar – Chapel Hill, NC

- Maximized team knowledge and productivity by training, monitoring and directing employees in application of best practices and regulatory protocols.
- Reviewed existing policies and procedures to make recommendations for enhancing work productivity, recruitment, hiring processes and talent management.
- Contributed to annual performance appraisals by working with supervisors to achieve consistency and compliance with established procedures.
- Liaised between management and employees to deliver conflict resolution, alleviate problems and interpret compensation and benefits policies.
- Delivered consultative services and recruited qualified and diversified candidates for employment.
- Analyzed issues and employed improvement processes.
- Implemented quality control initiatives to reduce downtime and increase revenue.
- Planned and managed recruitment activities for new hires using strategic personnel, staffing and position management practices.
- Conserved time and improved workflows by handling special projects and emergency solutions.
- Maintained work structure by updating job requirements and job descriptions for positions.
- Advocated for staff members and counsel supervisors to identify and resolve conflicts.
- Partnered with senior leadership to establish and develop corporate and HR policies and procedures.
- Reviewed and screened applicant resumes to identify qualified candidates.

11/2008 to 01/2020 **Director of Operations**

Menlo Group Commercial Real Estate – Tempe, AZ

- Oversaw day-to-day production activities in accordance with business objectives.
- Defined, implemented and revised operational policies and guidelines.
- Managed procurement, inventory and warehouse operations.
- Evaluated performance, adjusted strategies and maintained agile, sustainable operations.
- Provided documentation of processes to comply with regulations and company policies.
- Set team and individual KPIs and provided regular, actionable feedback.
- Modernized and improved operational procedures to increase productivity and profitability while tightly controlling costs.
- Led change and transformation across business areas to deliver benefits and align company resources.
- Devised new promotional approaches to boost customer numbers and market penetration while enhancing engagement and driving growth.
- Monitored budget and utilized operational resources.
- Kept up-to-date with industry trends and identified areas of opportunity to drive improvements.
- Monitored office workflow and administrative processes to keep operations running smoothly.
- Achieved team goals through formalized training plans, coaching and performance management.
- Worked collaboratively with functional leaders to implement new procedures and corrective actions to improve quality.
- Interviewed and hired strong candidates for team openings, using newspapers, job boards and social media to find applicants.
- Coordinated leadership workshops to educate team members on best practices to optimize productivity.
- Developed and optimized organizational systems to boost efficiency and keep operations scalable and agile for changing demands.
- Created and implemented aggressive action plan to address pressing cost control needs.
- Directed management meetings to enhance collaboration and maintain culture based on trust and group problem-solving.
- Interacted well with customers to build connections and nurture relationships.
- Eased team transitions and new employee orientation through effective training and development.
- Supervised creation of exciting merchandise displays to catch attention of store customers.
- Reported issues to higher management with great detail.
- Reduced operational risks while organizing data to forecast performance trends.
- Directed product flow and informed management of delays and challenges, as well as suggested resolutions.
- Supported top-level decision-making and strategy planning, forging productive relationships with top leaders and serving as key advocate for various personnel issues.
- Recruited, hired and trained initial personnel, working to establish key internal functions and outline scope of positions for new organization.
- Managed, trained and motivated personnel to continuously improve knowledge and abilities in food industry field.
- Trained new employees on proper protocols and customer service standards.
- Updated and resolved incidents and managed accessorial charges objectively while maximizing profit.
- Implemented innovative programs to increase employee loyalty and reduce turnover.
- Served instrumental role in organizational transformation and implementation and participated in four successful large-scale corporate restructurings.
- Delivered leadership to executive team dedicated to driving ambitious targets with well-orchestrated plans.
- Cultivated and strengthened lasting client relationships using strong issue resolution and dynamic communication skills.
- Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
- Trained and guided team members to maintain high productivity and performance metrics.
- Recruited, hired and onboarded team members.
- Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.
- Directed strategic workforce planning, performance management, and benefits administration.
- Managed 67 team members across nine departments, resulting in approximate \$700,000 increase in annual revenue.
- Delivered disciplinary actions, Performance Improvement Plans and terminations.
- Reviewed timekeeping for accuracy.

01/2002 to 06/2008 **Medical Biller, Accounts Receivable**

Saddleback Medical Group – City, STATE

- Prepared billing statements for patients and verified correct diagnostic coding.
- Reviewed patient records, identified medical codes and created invoices for billing purposes.
- Communicated with insurance providers to resolve denied claims and resubmitted.
- Prevented financial delinquencies by working closely with managers to resolve billing issues before becoming unmanageable.

• Analyzed complex Explanation of Benefits forms to verify correct billing of insurance carriers.

• Orchestrated medical coding, payment posting, accounts receivables and collections.

• Collected payments and applied to patient accounts.

• Posted payments and collections on regular basis.

• Prepared accounts with past due balances and transferred those cases to collection agency.

• Translated and interpreted medical billing codes with strong accuracy to enable swift payment from insurance agencies.

• Liaised between patients, insurance companies and billing office.

EDUCATION

Bachelor of Arts: Business Administration And Management

Saddleback College - Mission Viejo, CA

06/2008 **Culinary Arts : Chef Training**

Le Cordon Blu - Pasadena, CA

06/2001 **High School Diploma**

Capistrano Valley High School - Mission Viejo, CA