

JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

SUMMARY

Talented Human Resources Manager driven to address policy implementation and change management with creative and innovative approach. Strong understanding of evolving industry and market demands. Offers 5 years of expertise in benefits administration, compensation structuring and recruitment. Highly-qualified Human Resources leader specializes in driving company growth and productivity by sourcing best talent and establishing modern workforce policies. Key member of executive leadership team with outstanding record of operational improvement through workforce planning and development. Developer of high-value, cost-effective employee benefits options. Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

SKILLS

- Staff compensation
- Employee engagement
- Compliance
- Personnel information systems
- Human resources operations
- Payroll administration
- Leadership development
- Staffing and recruiting professional
- Recruitment and hiring
- Training development
- Employee handbook development
- Employee relations
- Work ethic
- Organizational skills
- Maintenance & Repair
- Supervision
- Friendly, positive attitude

EDUCATION AND TRAINING

South Plantation High School
Plantation, FL • 05/2017

High School Diploma

Broward College
Fort Lauderdale, FL • 05/2019

Associate of Arts: Business Administration

Florida Atlantic University
Boca Raton, FL

Bachelor of Arts: Business Administration And Management

EXPERIENCE

Rich Products Corporation - Human Resources Manager

Salem, MA • 03/2018 - Current

- Advised leadership on HR-related issues, including vacation and sick time, benefits, job services and employment discrepancies.
- Managed full-cycle human resource operational activities to maximize HR employee performance.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Provided HR consultation services to leadership and department heads, such as payroll administration, 401K and OSHA compliance, benefits and workers compensation.
- Initiated employee evaluation process and recommended policy changes to help staff progress toward desired readiness goals.
- Held exit interviews and documented information discussed with employees.
- Created succession plans and promotion paths for staff to boost passion for reaching goals and objectives of organization.
- Achieved desired work environment and performance by proactively advising and guiding employees on best practices and overseeing HR training.
- Engaged with management teams to receive and evaluate appraisals on current project status, plan improvements collaboratively, gauge successes of implemented programs and update or align new company objectives.
- Supervised and guided personnel to eliminate downtime and boost productivity.
- Worked with HR advisors and HR representatives on establishing consistent hiring practices.
- Decreased workers' compensation claims by working closely with employees to promote safety.
- Advised management in development of staffing equity plans.

Blue Origin - Office Manager

Phoenix, AZ • 05/2017 - Current

- Oversaw day-to-day office operations, including receiving and organizing correspondence, answering and forwarding calls and creating business letters and records.
- Maintained impeccable office organization to support efficiency, professionalism and performance objectives.
- Updated details in company database by keying in customer contacts and delivery dates.
- Managed office inventory and placed new supply orders.
- Handled scheduling and managed timely and effective allocation of resources and calendars.
- Trained and mentored administrative staff members in company policies, daily task execution and industry best practices.
- Coordinated office activities and operations to secure efficiency and compliance with company policies.
- Elevated customer satisfaction ratings by resolving client and case issues effectively.
- Reduced financial discrepancies by accurately managing accounting documentation in QuickBooks while maintaining case costs and billing processes.
- Automated office operations for managing client correspondence, payment scheduling, record tracking and data communications.
- Wrote professional business correspondence to maintain strong line of communications.
- Directed and oversaw office personnel activities.
- Planned for major business changes, including system conversions and office moves.
- Solicited vendor quotes to determine optimal material purchase pricing.
- Managed office budget to handle inventory, postage and vendor services.
- Developed long-term budgets covering office supplies and equipment maintenance to meet organizational demand.
- Conducted staff performance evaluations to monitor progress and recommend professional development plan.
- Created training program for new office employees, decreasing training time [Number] %.
- Discussed performance-based objectives with department managers to determine contributory value of office programs.

Cleveland-Cliffs Inc. - Project Manager

Steelton, PA • 05/2017 - Current

- Brought projects in on-time and in accordance with budget and quality standards.
- Handled continuous project monitoring and management, including developing forecasts, tracking expenses and approving payments.
- Built strong community relations with subcontractors and vendors to optimize cost savings and complete timely preconstruction.
- Forecasted, scheduled and monitored project timelines, personnel performance and cost efficiency.
- Created project plans with established timelines for integral phases, assigned to appropriate teams, managed workflow and achieved RFP submissions and completion deadlines on or before schedule.
- Made changes to project scope and cost and implemented most effective change management processes to keep project up-to-date.
- Led subcontractor meetings to convey project requirements, scope, milestones and regulatory compliance.
- Enhanced development and drove continuous improvement of project delivery process by providing strong program leadership.
- Supported client companies in maximizing strengths, overcoming weaknesses and developing new processes.
- Equipped teams to estimate major project costs, forecast financials, monitor ongoing expenditures and attain positive financial results on projects.
- Documented and submitted to client exhaustive report of recommended actions and processes at completion of consultation.
- Created detailed report on strengths and weaknesses of current project management for client companies.
- Followed-up with client company 1 week after end of consultation to check progress and urge compliance with previous recommendations.
- Coached project management teams on recognizing and minimizing risks, using key actual projects as examples.

Parker-Hannifin, Corporation - Packing, Shipping, and Receiving Assembler

Lakeville, MN • 05/2017 - Current

- Assembled finished product for shipment by packing, crating, loading and securing items.
- Reviewed and followed pick sheets to prepare, pack and scan orders.
- Compared shipment contents with paperwork to support inventory accuracy and records management.
- Tagged and stored product inventory in correct areas and locations.
- Organized storage areas to maximize movement and minimize labor.
- Organized inventory and coordinated movement between receiving, storage and shipping to facilitate operations.
- Prepared accurate shipping orders and bills of lading to direct and route materials.
- Restocked packaging items and tracked boxes, tape and fill materials from inventory.
- Inspected product on lines for conformance to predetermined quality specifications.
- Minimized waste and lag times by maintaining orderly and clean work area and equipment.
- Reported defective materials to department supervisors for immediate remediation.
- Investigated inventory discrepancies to maintain recordkeeping validity.
- Sustained adequate supply of roll stock and packaging materials available for machines.
- Received, processed and reshelfed returned products to facilitate accurate inventory.
- Input weights, charges, discrepancies and other data.
- Supervised pickup and delivery schedule to monitor business and maintain accuracy rate.
- Updated tracking system to enhance operations.