

# Jessica Claire

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## SUMMARY

Highly-motivated Human Resources Professional with four years of experience in employee relations, payroll administration, benefits, state and federal regulations, and recruiting. Strong work ethic, adaptability and exceptional interpersonal skills including Spanish interpretation. Adept at working effectively unsupervised and quickly mastering new skills.

## SKILLS

- HRIS Applications Proficient
- In-Person and Telephone Interviewing
- Employee Hiring
- Employee Orientation
- New Hire Onboarding
- Policy Interpretation
- Candidate Searching
- Microsoft Office Suite
- Payroll Completion
- Staff Training and Development
- ADP, Workday, Paycor
- Personnel Recruitment
- Employee Relations
- Customer service
- Leave of Absence Transitions
- Talent Acquisition
- Good time management
- Cost Reductions
- Decision Making
- Confidential Document Control
- HR Services
- Policies Implementation

## EXPERIENCE

### BILINGUAL HUMAN RESOURCES ASSOCIATE 01/2022 to 01/2023

#### Fanatics Inc | Easton, PA

- Onboarded new staff and facilitated new hire orientation.
- Provided essential support to address individual HR needs of employees.
- Safeguarded human resource information, maintaining employee confidence and protecting operations.
- Conducted background checks and orientation, coordinating new employee onboarding process.
- Maintained human resources records by processing applications and resumes.
- Established and maintained trusted relationships around organization to optimize business and employee experience.
- Assisted candidates with application processes by answering questions about application, performing background checks, providing I-9 forms and handling drug screening paperwork.
- Developed and documented HR procedures to refine processes and drive compliance with policies.
- Analyzed job descriptions and determined recruitment plan, timeline and advertising efforts to fill positions.
- Partnered with senior HR team to communicate company standards and policies.
- Assisted with recruitment initiatives by interviewing and talent sourcing.
- Identified opportunities to improve HR programs and proposed solutions to increase efficiencies.
- Developed incentives to drive employee retention and improve work culture.
- Liaised with management to distribute training and promotional opportunity resources to employees.

### HUMAN RESOURCES MANAGER 11/2018 to 04/2020

#### Eagle Bancorp, Inc. | Sterling, VA

- Handled sensitive employee and company information with highest level of confidentiality and discretion.
- Worked with management to create performance measurement, employee development and employee compensation strategies.
- Investigated workplace issues with professionalism and sensitivity and detailed incidents in reports to senior executives.
- Encouraged open communications, promoting positive and pro-employee work environment.
- Directed HR programs, policies and processes to improve operational efficiency.
- Recruited new employees and built relationships, driving visibility.
- Provided HR consultation services to leadership and department heads.
- Initiated employee evaluation process and recommended policy changes to help staff progress toward desired readiness goals.
- Advised leadership on vacation and sick time, benefits, job services and employment discrepancies.
- Held exit interviews and documented information discussed with employees.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Achieved desired work environment and performance by proactively advising and guiding employees on best practices and overseeing HR training.
- Compiled reports to provide management with accurate information and comply with policies and procedures.

### MEDICAL RECORDS/LEAD PAYROLL ADMINISTRATOR 02/2018 to 11/2018

#### Hallmark Living Of Holland | City, STATE

- Reviewed discharges and other records on nursing units for compliance with procedures.
- Established and upheld procedures for medical records collection, coding and filing.
- Collected, checked and filed resident charts and personnel records.
- Maintained record of authorized information taken from charts.
- Returned incomplete records and charts to appropriate personnel for correction.
- Managed well-organized system of closed and open medical records with ready availability to interdisciplinary personnel.
- Enforced state and federal legal requirements governing confidentiality and legal issues pertaining to health information.
- Pulled patient records and transferred information to appropriate parties.
- Safeguarded medical records to maintain patient confidentiality.
- Proofread documents carefully to check accuracy and completeness of all paperwork.
- Released information to persons or agencies according to regulations.
- Processed patient admission and discharge documents.
- Located and retrieved files, assisting public with general information.
- Purged inactive files and destroyed obsolete files following procedures.
- Ordered and restocked supplies in line with budget limits and office needs.

### HUMAN RESOURCES COORDINATOR/STAFFING COORDINATOR 06/2017 to 02/2018

#### Hallmark Living Of Holland | City, STATE

- Provided a wide range of administrative and office support
- Payroll administrator.
- Assisted candidates with application processes by answering questions about application, performing background checks, providing I-9 forms and coordinated drug screenings
- Managed communication regarding employee orientation and open enrollment for benefits.
- Initialized background checks for potential new hires.
- Explained human resources policies and procedures to employees.
- Assisted customer service with inbound and outbound calls regarding HR inquiries.
- Resolved personnel issues regarding human resources matters needing clarification, submissions and corrections.
- Organized and delivered training by scheduling, securing facilities and collaborating with subject-matter experts.
- Assisted in employee recruitment, hiring and interview processes.
- Liaised between management and employees by relaying work information, adjustments and grievances.
- Organized employee directories and updated individual contact information.
- Scheduled meetings with employees to address concerns and grievances.
- Aligned HR policies with federal and local regulations.
- Attended conferences, workshops and special events to recruit qualified candidates for company.
- Conducted employee performance reviews and implemented corrective actions to increase productivity.
- Monitored nursing schedules to verify hours and prevent unauthorized overtime.
- Reorganized schedules quickly to coordinate responses to emergencies, shortages and other immediate staffing needs.
- Determined minimum staffing requirements for each nursing job class by examining unit-staffing patterns.
- Communicated with nursing management to identify and adapt to changing staffing needs.
- Maintained schedules in ADP with master copies, adjustments and notes.
- Developed employee orientation and training programs for new hires.
- Interviewed job applicants to obtain information on work history, education or job skills.
- Sourced, qualified and conducted screening interviews with job candidates.
- Reviewed employment applications and job orders to match applicants with job requirements.
- Contacted job applicants to inform of application status.
- Selected qualified job applicants or referred to managers to make hiring recommendations.
- Analyzed employment-related data and prepared reports.
- Interpreted and explained human resources policies, procedures or regulations.

## EDUCATION AND TRAINING

### Bachelor of Science | Allied Health Sciences 05/2014

#### Grand Valley State University, Allendale, MI

### Associate of Arts | Science 05/2010

#### Grand Rapids Community College, Grand Rapids, MI