

JESSICA CLAIRE

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SKILLS

- Human resources operations
- Recruitment and hiring
- Working collaboratively
- Critical thinking
- Teambuilding
- Staffing and recruiting professional
- Employee relations
- Compliance
- Staff compensation
- Personnel information systems
- Benefits administration
- Payroll administration
- MS Office

EDUCATION AND TRAINING

Kaplan University
Miami, Florida
Master of Science: Psychology

Florida International University
Miami, Florida
Bachelor of Science: Business Administration

SUMMARY

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.

EXPERIENCE

Qvc, Inc. - Human Resources Manager

Cary, NC • 02/2020 - Current

- Responsible for managing and administering all personnel matters in the area of: Recruitment and Compensation; Training and Employee Development; Payroll and Benefits; Family Medical Leave Act (FMLA), Earned Leave Pool (ELP) Leave of Absences (LOA), employment medical and background; Outside Employment; Financial Disclosures; Disaster Assistance Program; serve as the Department Personnel Representative for the department; Acting Chief of CAHSD Human Recourses of the department
- Streamlined recruitment process, cutting down new hire processing time
- Ensure the department's adherence to County Policies and Procedures, Personnel Rules, Administrative Orders, County Codes and various Employment Laws related to personnel matters
- Provide guidance and recommendations to management regarding key HR areas; succession planning solutions; develop recruitment practices which are comprehensive to affect both retention, hard-to-fill and future vacancy goals
- Coordinate Disaster Assistance Program and ensure continuity of operations during seasonal hurricanes and storms
- Oversaw the expedited recruitment to staff the opening of a new domestic violence intervention shelter during the CoVID19 pandemic
- Streamlined and organized tracking of FMLA and other benefits and reduced errors in processing of benefits
- Improved processes to reduce time
- Spearheaded various department and enterprise- wide human resources projects and initiatives to ensure compliance
- Composed and implemented a work from home policy due to the pandemic.

Binghamton University - Senior Personnel Specialist

Binghamton, NY • 12/2018 - 02/2020

- Managed full-cycle recruitment process for candidates, ensuring a smooth and positive candidate experience
- Developed, implemented, and executed hiring strategies for multiple requisitions
- Streamlined recruitment and onboarding process for the entire department
- Served as a liaison between management and employees during disciplinary actions and dispute resolution
- Answered inquiries and resolved problems relating to delays in recruitment or inability to recruit; researched background data as required to obtain information on problems in recruiting for specific jobs
- Obtained current data for and supervised issuance of job bulletin announcements; recommended to superior changes in qualification standards as considered necessary
- Supervised or performed audit of used eligible lists returned from departments to insure conformance with established merit policies and procedures
- Exercised immediate supervision over clerical support personnel engaged in initial interview with the public and processing of eligible lists
- Recommended use of resume applications where appropriate for recruiting; obtained background information on such positions and screened applications for eligibility; supervised the issuance of such eligible lists to departments and agencies
- Responded to a variety of telephone and correspondence inquiries relating to recruitment delays, selection from lists, lack of response to recruitment efforts, and related inquiries.

Roehl Transport - Graduate Recruiter

Appleton, WI • 10/2015 - 12/2018

- Performed full-cycle recruitment duties by Interview applicants, reviewing resumes, reviewing academic transcripts, reviewing recommendations, reviewing personal statements, candidate placement, extending offers, and explaining denials
- Oversaw the onboarding process by sending out offer letters, scholarship information, and orientation instructions; coordinated with other departments for new student set-up
- Managed records and files; ensured compliance with the Department of Education and FERPA laws
- Ensured organizational policy and procedures were followed regarding security and confidentiality pertaining to the collection/or use of personally identifiable information
- Developed plans to help maintain retention, by establishing checklists, addressing concerns, goals, and finances
- Explained fee structure, scholarships, and financial aid to applicants
- Consulted with the Enrollment Manager/Director, determine if a case is a special admission case or ambiguous case for admission and make requests for review or for exception to policies to the designated school/program director
- Completed administrative duties as needed to establish a smooth workflow.

Kaplan University - Admissions Advisor

City, STATE • 01/2011 - 09/2015

- Interviewed applicants for online programs
- Managed admissions process, which included collecting documents, payments, and course selection
- Created new leads from new customers interested in enrolling
- counseled and advised the students through the Admissions process and facilitated the collection of all required Admissions documents relevant to the enrollment process
- Conducted probing interviews and evaluated each prospective student based on his/her needs, desires, interests, qualifications, motivations, and commitments
- Conveyed only accurate, independent, and verifiable information in the proper context to enable applicants to make well-informed decisions
- Knowledge and understanding of College organization, goals and objectives, and policies and procedures
- Maintained, adhere, execute, implement, and comply with all applicable corporate, state and federal regulatory rules as well as policies for Admissions as prescribed by Kaplan University and the Department of Education
- Facilitated interdepartmental communications between Admissions, Financial Aid, Student Services, and Academics for the purpose of enhancing the Admissions Process and creating a positive team-oriented atmosphere
- Included but not limited to organizing, analyzing data and producing special reports
- Ensured that adequate, accurate, and timely student records are created and maintained during the Admissions Process and are forwarded to other departments as appropriate.