

JESSICA CLAIRE

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Professional Summary

Enthusiastic Human Resources Representative eager to contribute to team success through hard work, attention to detail and excellent organizational skills. 18 years of experience in diverse administrative roles within the Human Resources Department. Logical and detail-oriented professional recognized for providing efficient resolutions to employee concerns. Motivated to learn, grow and excel in Human Resources Management with Brevard Achievement Center. Proficient in Microsoft Office Applications, ADP Workforce Now and Paylocity (new HRIS).

Accomplishments

- Led and supervised the startup of three contract sites (Virginia, North Carolina and four counties in Florida). The successful startup of these contracts has aided with a low turnover at the start because a sense of trust has been developed.
- Successfully provide employment guidance to Upper and Middle Management.
- Partner with the leadership team in building a culture of inclusiveness and trust with all employees.
- Train and coach within the Human Resources Dept. and cross functionally (i.e., Human Resources - HR Specialists, Training Administrator; Operations Dept - Operations Managers, Project Managers, Operations Coordinators, etc.).
- Completed Prep Course for SHRM-PHR in December 2019 through University of Central Florida.

Skills

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| <ul style="list-style-type: none">• Leadership skills• Employee Relations• Conflict Resolution• Employment Laws• Mediation• Microsoft Office Applications• Presentations• Newsletter Publications | <ul style="list-style-type: none">• Recruitment• Switchboard• Employee training• New employee training• Policy and procedure development• Skilled in ADP Workforce• Workforce improvements |
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Work History

Senior Human Resources Administrator, 12/2010 to Current

Stanford University – Stanford, CA

- Handled on-boarding process for newly hired employees, which included distribution of all paperwork.
- Collaborated with VP of HR and Recruiter to discuss new ways to recruit and provide a realistic job preview to applicants.
- Coordinated ongoing technical training and personal development classes for staff members.
- Conducted exit interviews and off-boarding process for resigned and terminated employees.
- Liaised between multiple business divisions to improve communications/processes.
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for over 11 years.
- Collaborated with legal and compliance teams to review paperwork, obtain feedback and procure available information for new training processes.
- Prepared human resource documentation, such as, new hire letters, HR newsletters, Management Instructions, and handbook revisions.
- Organized and facilitated benefits enrollment by scheduling with sites, coordinated with Operations Managers and Project Managers to ensure proper equipment and spacing was available, and aided employees when necessary.
- Created and posted internal and external job ads, and maintained relationships with recruiting and staffing agencies for sourcing positions.
- Fill in as HR Leader when VP is out of the office.

Human Resources Coordinator , 10/2007 to 12/2010

Adventist Healthcare – Fort Washington, MD

- Assisted management staff in annual year-end processes and data audits.
- Accurately prepared government compliance reports and proposal requests for employee data.
- Supported human resources staff with new hire orientations and monthly departmental meetings.
- Reviewed and confirmed that all final paid hours corresponded with timesheets and state laws.
- Planned, monitored and appraised employee work results by training managers to coach and discipline employees.
- Monitored and handled all employee claims, including performance-based and harassment incidents.
- Assisted with recruitment process by posting job ads, filtering applications, scheduling interviews, assisting in interview process and drafting offer letters.
- Implemented tracking database for employee professional development, licensure renewal credits, and renewal deadlines.
- Reviewed human resources paperwork for accuracy and completeness, including verifying, collecting and correcting data.
- Supported HR functions with emphasis on record keeping, data entry and general HR tasks.
- Assisted with addressing and resolving general payroll-related inquiries.
- Completed employee employment verifications and unemployment paperwork prior to hire or termination.

Human Resources Specialist, 10/2002 to 10/2007

Boyd Gaming, Inc. – Biloxi, MS

- Responded to employee questions and requests for information in timely and knowledgeable fashion.
- Maintained employee confidence and protected payroll operations by keeping information confidential.
- Verified timekeeping records and handled any discrepancies with employees.
- Maintained payroll information by calculating, collecting and entering data.
- Updated employee banking records (direct deposit information) when it was necessary.
- Processed new hire paperwork and documents.
- Served as backup for payroll administrator.
- Aided in annual FY payroll file purge.
- Accurately sort, meter, and mail over 700 payroll checks.
- Assist Benefits Administrator with inputting Incident Reports into ADP.
- Provide switchboard relief to front desk clerk.
- Copy confidential files for the Vice President of Human Resources.
- Co-Chair of the Employee of the Quarter committee.
- Successful Employee Campaign manager of the annual United Way Campaign.
- On site First Aid Responder.

Education

B.A: Organizational Communications

University of Central Florida

Mediation Training Certification

University of Central Florida Dispute Resolution Services

Associate of Arts: General Studies, 12/2004

Brevard Community College - Cocoa, FL