

JESSICA CLAIRE

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📍 100 Montgomery St. 10th Floor

SKILLS

- Personnel Engagement
- Affirmative Action
- HRIS Applications Proficient
- Personnel Recruitment
- Benefits Administrator
- Equal Employment Opportunity (EEO)
- Applicant Qualification
- Industry-Specific HR Regulations
- New Hire Onboarding
- Leave of Absence Transitions
- Employee Hiring
- Employment Data Tracking
- Procedure Compliance
- Employee Relations
- Human Resources Management Systems
- Termination Documentation
- Employee Orientation
- Employment Recordkeeping
- Performance Management Strategies
- Regulatory Compliance
- Staffing and Recruiting Professional
- Payroll Expertise

EDUCATION AND TRAINING

Regent Business School
Durban, South Africa • 01/2023

Bachelor of Commerce: Human Resource Management

Global Business Solutions
Durban, South Africa • 11/2017

Graduate Certificate: Skills Development Facilitator Unit Standards

VIP Payroll Academy
Durban, South Africa • 01/2010

Certificate: Payroll Administration & Processing in HR

UNISA
South Africa • 11/1998

Graduate Certificate: Human Resources Labour Relations

UNISA
South Africa • 07/1998

Graduate Certificate: Human Resource Hiring Practices

John Ross College
Richards Bay • 12/1997

High School Diploma

Umfolozi College
Richards Bay

Human Resource Management

SUMMARY

Versatile Human Resources Specialist offers recruitment, policy development and office management expertise paired with outstanding multitasking and communication abilities. Goal-oriented professional with [Number] years of comprehensive experience retaining employee relations. Commended for superior performance and consistently going above and beyond to exceed goals.

EXPERIENCE

Ppg Industries, Inc. - Human Resources Generalist and Payroll Administrator
Arizona, LA • 11/2015 - 01/2023

- Maintained records of payroll forms, leave notifications, employee files, benefits information and workers' compensation files.
- Facilitated delivery of HR services by establishing and maintaining positive relationships with teams and leadership across organization.
- Conducted background checks, reference checks and employment verification.
- Conducted employee hiring and exit interviews.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Worked on 401(k) administration, FMLA and workers' compensation claims and benefits.
- Researched employee relations issues and conducted meetings with employees and supervisors.
- Processed salary changes stemming from merit increases, promotions, bonuses and pay adjustments.
- Improved employee engagement and moral by developing wellness programs for employees and enforcing positivity guidelines.
- Facilitated talent acquisition, becoming instrumental in building and retaining high-caliber teams.
- Drafted department-specific employee announcements.
- Created and modified job descriptions within all departments.
- Engaged in data collection, identifying organizational needs and development solutions.
- Audited job postings for old, pending, on-hold and draft positions.
- Collaborated with various departments to gain insight on project productivity, plan improvements and gauge effectiveness and update projects to meet company objectives and long-term goals.
- Worked with HR department to devise and update policies as needed for corporate accountability and workplace health.
- Implemented controls to promote diversity in hiring process.
- Served as subject matter expert for employment classification and compensation research, talent management and training strategies, providing leadership with advisement.
- Engaged in operations analysis, needs assessment and process mapping to optimize departmental structures and leadership.
- Facilitated transition from paper to electronic time sheet for [Number] staff, improving flexibility and eliminating manual entry time.
- Led staff meetings to develop strategies that would positively influence workplace relationships.
- Supervised consultant and business analyst teams, comprising oversight of performance reviews and staff development, training and coaching initiatives.
- Onboarded new employees in time reporting and payroll systems.
- Managed electronic timekeeping systems or manually collected and reviewed timesheets.
- Produced and filed payroll reports every [Timeframe].
- Processed employee rehires, transfers, terminations and withholdings.
- Audited, reviewed and compiled payroll reports, records and related summaries.
- Reviewed payroll processing systems to verify accuracy of salaries, benefits, garnishments, taxes and other deductions.
- Prepared and maintained accurate records and reports of payroll transactions.
- Facilitated paperwork and processing for new hires, terminations and changes to pay rates.
- Managed payroll for temporary, hourly and salaried employees.
- Calculated overtime, vacation sick hours and other categories of time.
- Managed payroll for employees at [Number] different locations.
- Responded to requests for information as company expert on payroll operations.
- Kept operations in compliance with requirements by applying knowledge of applicable regulations, legal statutes and tax code information.
- Implemented payroll reconciliation tools to improve report accuracy.
- Checked payroll, vendor payments and other accounting disbursements for accuracy and compliance.
- Completed month-end and year-end closings, kept records audit-ready and monitored timely recording of accounting transactions.
- Researched and resolved employee payroll questions and issues via email, phone and in person.
- Supported payrolls, driving timely and accurate payment of employee wages.
- Collaborated with employees and supervisors to immediately resolve discrepancies in timesheets.

Autonation, Inc. - Human Resource and Payroll Administrator
Encino, CA • 01/2010 - 11/2015

- Regularly updated HR databases to reflect employee information, changes in benefits and other details.
- Managed all human resource documentation, including new hire letters, employee contracts and corporate policies and procedures.
- Completed reports and employment forms.
- Supervised onboarding process for newly hired employees, including distribution of all paperwork.
- Built and developed lasting relationships with employees, peers, upper management and outside vendors.
- Handled employee conflicts efficiently while following all company procedures.
- Oversaw new employee onboarding procedures from initial training to skill development.
- Worked with HR department to devise and update policies as needed for corporate accountability and workplace health.
- Oversaw benefits enrollment process by answering questions and assisting employees with login details.
- Liaised between employees and benefit providers, serving as resource to answer benefit-related questions.
- Leveraged internal HR databases to organize and maintain personnel records, enter employee data and update previous data.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Developed and maintained resources and materials to support hiring managers throughout onboarding life cycle.
- Prepared or maintained employment records using human resources management system software.
- Advised leadership and personnel on driving HR policies, union negotiations and business strategy implementation.
- Informed job applicants of duties and responsibilities, compensation and benefits.
- Scheduled or conducted new employee orientations.
- Conducted exit interviews and completed employment termination paperwork.
- Contacted job applicants to inform of application status.
- Hired employees and processed hiring-related paperwork.
- Interpreted and explained human resources policies, procedures or regulations.
- Administered employee benefit plans.

The Central Timber Co-operative - Administration Clerk
City, STATE • 04/2004 - 08/2004

- Set and maintained office priorities to meet challenging deadlines with minimal available accommodations.
- Administered daily program operations with optimal efficiency and cost controls, consistently achieving budget demands.
- Performed data entry and recordkeeping tasks to track company correspondence and updates.
- Supported office clerical functions using word processing and other software, email and office machines.
- Answered phone calls, provided information and connected callers to appropriate personnel.
- Gathered, entered and updated data to maintain departmental records and databases.

Richards Hotel - Receptionist
City, STATE • 04/2004 - 08/2004

- Scheduled and confirmed appointments.
- Answered and directed incoming calls using multi-line telephone system.
- Served visitors by greeting, welcoming and directing to appropriate personnel.
- Updated and recorded customer or client information to maintain accounts.
- Processed payments and updated accounts to reflect balance changes.
- Delivered administrative support to team members by making copies, sending faxes, organizing documents and rearranging schedules.
- Screened and verified visitors for identification credentials and purpose of visit to maintain security of personnel and office environment.
- Protected clients' rights by maintaining confidentiality of personal and financial information.
- Maintained client accounts by obtaining, recording and updating personal and financial information.
- Operated telephone switchboard to answer, screen and forward calls to appropriate personnel.
- Investigated and analyzed client complaints to identify and resolve issues.