

# Jessica Claire

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## PROFESSIONAL SUMMARY

Dynamic Human Resources Generalist with 10 years of experience managing a broad range of human resource functions while serving as an on-site specialist. Supports and guides cross-functional team members while implementing best practices within the HR team. Serves as HR champion in administering and advancing HR functions while acting as a resource on policy interpretation and implementation. Goal-oriented Human Resources Specialist with 10 years of experience in training protocol development and policy implementation. Strong financial acumen with demonstrated success in budget development and adherence. Accomplished in analyzing company needs and developing long-term solutions to meet personnel objectives. Skilled HR Generalist adept at managing long and detailed task lists on daily basis. Successful at conducting interviews and performing recruiting functions with professionalism.

## SKILLS

- Employee Hiring
- Employment Recordkeeping
- Performance Appraisal
- New Hire Onboarding
- Employee Relations
- Employee Orientation
- Networking and Partnership Development
- Applicant Qualification
- Candidate Selection
- In-Person and Telephone Interviewing
- Sound Judgment
- Employee and Applicant Assessment
- Recruitment / Human Resources
- Human Resources Management (HRM)

## WORK HISTORY

**BOOKKEEPER/HUMAN RESOURCES GENERALIST** 09/2021 to CURRENT

**City Of Chicago, IL | Chicago, IL**

- Implemented and supervised orientation procedures for new hires.
- Provided guidance to managers and employees on talent management, payroll, FMLA, and benefits.
- Liaised with HR and payroll to coordinate and manage employee leaves of absence.
- Conducted career fairs, screened resumes, and interviewed applicants to build candidate pipelines and enhance company culture.
- Collaborated with payroll to complete and upload pay data and worked with managers to support proper wage and hour compliance.
- Processed unemployment claims and acted as company representative at unemployment hearings.
- Verified that vendors received timely enrollment information, changes and terminations.
- Improved quality of hiring decisions by working with hiring managers on new comprehensive employment selection processes.
- Enabled transition of 30+ employees from paper time sheets to electronic, eliminating manual time entry.
- Shadowed employees to determine accurate description of duties and skills required for each position.
- Maintained and processed invoices, deposits and money logs.
- Completed payroll for employees and maintained detailed records of procedures.
- Tracked expenses and income for businesses while organizing and maintaining bank statements for checking accounts.
- Entered financial information and payments to guarantee accurate and on-time payments for employees and vendors.
- Calculated deductions and processed payroll for employees.
- Verified postings to ledgers to confirm accurate entry and account balances.
- Reviewed and processed employee expense reports and vendor invoices for payment.
- Supported operations by communicating with customers, filing documents and managing data.

**ASSISTANT COMPTROLLER** 03/2016 to 09/2021

**United Rentals | Canton, MA**

- Assisted with financial operations, payroll, accounting processes.
- Managed payroll data entry and processing for 50+ employees to comply with predetermined company guidelines.
- Assisted in managing budgets, assets, portfolios, accounts payable and receivable, and general financial reporting procedures.
- Completed journal entries, reconciliations and account analysis to prepare quarterly financial documents and general account management.
- Managed daily financial functions in collaboration with accounting and payroll personnel.
- Oversaw accounts payable and receivable operations for auto business with \$100,000+ in monthly expenses.
- Reviewed documents and data to give accurate presentations and forecasts to upper management.
- Worked with both internal and external users to create detailed financial reports.
- Managed outstanding balance amounts by evaluating reports and determining collection statuses.
- Reviewed processes and procedures to guide program implementation and optimize auditing.
- Calculated salesperson commissions based on established parameters and disbursed monthly payments.
- Developed new payroll system, saving over 5 hours per month for accounting department.

**BRANCH MANAGER II** 09/2014 to 01/2016

**Suntrust Bank | City, STATE**

- Maintained friendly and professional customer interactions.
- Assessed employee performance and developed improvement plans.
- Met deadlines by proactively managing individual and team tasks and streamlining processes.
- Engaged employees in business processes with positive motivational techniques.
- Enhanced branch production rates by handling staff conflicts, evaluations, hiring and termination processes and coaching employees on company protocol and payroll operations.
- Interviewed and hired talented individuals with top-level strengths, improving organizational talent and skill set.
- Created strategies to develop and expand existing customer sales, resulting in increase in annual sales.
- Gathered and reviewed customer feedback to improve operations.
- Maintained confidentiality of bank records and client information to prevent mishandling of data and potential breaches.
- Boosted branch sales by developing and deepening customer loyalty through incentive programs.
- Complied with Bank Secrecy Act, Anti Money Laundering, OFAC, USA Patriot Act, Privacy Act, and Community Reinvestment Act.
- Protected company assets with strategic risk management approach.
- Produced reports outlining financial data to assist management with making strategic plans and operational decisions.
- Recommended loan approvals and denials based on customer loan application reviews.
- Generated dramatic improvements across entire sales cycle.
- Submitted loan applications to loan underwriter for verification and recommendation.
- Reviewed and edited loan agreements to promote efficiency and accuracy.
- Compiled database of loan applicants' credit histories, corporate financial statements, and other financial information.
- Evaluated applications against outline specifications to approve, reject or recommend adjustments files.

## EDUCATION

**Bachelor of Science | Human Resources Management And Communications** 2022

**James Madison University, Harrisonburg**

- Member of National Honor Society
- President's List Spring 2020
- Dean's List Fall 2021
- Dean's List Spring 2021
- Dean's List Fall 2022
- Received Thompson Family Endowed Scholarship