

JESSICA CLAIRE

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☎ (555) 432-1000

📍 100 Montgomery St. 10th Floor

SKILLS

- Customer Service training class, Sexual Harassment training, Sensitivity training, Unconscious Bias training
- Highly organized, responsible reliable individual
- Cross-Functional Collaboration
- Human Resources Management Systems
- Employee Performance Reviews
- Policy and Procedure Adherence
- Hiring and Firing
- Forecasting Employment Needs
- Confidential Records Management
- Dispute Mediation
- ADP Workforce Now
- Executive Leadership

EDUCATION AND TRAINING

DEVRY UNIVERSITY
Chicago, IL

Bachelors degree: Technical Management, Bio-medical Engineering

Diamond High School
Anchorage, AK

Diploma

SUMMARY

Accomplished Director of Human Resources & Operations offering twelve years of comprehensive experience developing HR functions, cultivating positive work environment and collaborating with all levels of management. Expertise in planning and managing employee and labor relations and developing and communicating company-wide policies and procedures. Goal-oriented and personable professional committed to improving talent acquisition and increasing organizational effectiveness. Excellent reputation for resolving problems and improving employee and customer satisfaction.

EXPERIENCE

Sierra Pacific Industries - Human Resources
Sonora, CA • 03/2022 - Current

- Performing a variety of Human Resources Operations from responding to employee needs, to preparing for potential crises, to developing the next generation of leaders. Interviewing and on-boarding
- There are four roles that I am apart of in this position; a strategic partner, operations manager, emergency responder and employee mediator -In addition, this position I am the internal voice and communicator to all employees
- Evaluate strategic talent management for the business, focuses on measurement and communication of HR policy, fix problems when they arise and manage through the conflicts and politics that arise in the organization
- Manage HRIS system, payroll, ADP workforce now
- Work with the VP to adjust HR strategies to respond to changing needs, develop the next generation of leaders, identify critical HR metrics, identify new business strategies, identify talent issues before they affect the business, prioritize across HR needs, redesign structures around strategic objectives and understand the talent needs of the business

Spectrum Brands Inc. - Director of Operations Human Resources
Paramount, CA • 12/2003 - Current

- Human Resources Multi-Unit Management
- Provide operational excellence encompassing facilities management, member services, and revenue generation
- Established and maintained strong vendor relationships with local providers
- Developed and assisted implementation of policies and procedures to ensure efficient and safe technical operations
- HR duties, Workers compensation, FMLA, and payroll
- New hire paperwork
- Receive employee feedback, document concerns, provide resolution
- Conduct exit interviews
- Create and implement company policies and procedures to drive employee production and customer satisfaction
- Resolve Better Business Bureau complaints / Attorney General complaints
- Identify business opportunities, resolve customer and employee issues, and execute business strategy
- Recruited and trained gym Operations Managers on how to successfully manage their facility as well as how to increase production to achieve the desired business results while being profitable
- Interview, Hire, Train, and Motivate Operation Managers to be able to understand their specific area of concentration to be successful as well as on how to motivate store level employees
- Developed comprehensive interviewing guides to improve candidate quality by evaluating both analytical and interpersonal attributes.
- Selected medical, dental, short and long-term disability, life insurance and workers compensation programs for employees.

Easter Seals Midwest - Talent Acquisition Specialist
Saint Joseph, MO • 01/2013 - 01/2016

- Sourced and screened candidates for various roles and worked with hiring managers to coordinate interviews, offers and onboarding.
- Acted as company brand ambassador to educate candidates on culture, career growth, benefits and advantages of working for company.
- Evaluated resumes, interviewed and presented qualified candidates to hiring managers and solicited feedback to refine recruiting strategy.
- Developed and maintained strong working relationships with executives, HR team and hiring managers to foster partnerships that produced consistent results.
- Leveraged employee referrals, direct sourcing, Internet applications and recruitment agencies to source candidates for positions.
- Self-starter with excellent time management, multi-tasking and organizational skills
- Strong computer skills, including Microsoft Office, Internet and Applicant Tracking Systems.

Fitness International LLC - HR Generalist
City, STATE • 01/2011 - 01/2013

- Reviewed and screened applicant resumes to identify qualified candidates.
- Reviewed existing policies and procedures to make recommendations for enhancing work productivity, recruitment, hiring processes and talent management.
- Liaised between management and employees to deliver conflict resolution, alleviate problems and interpret compensation and benefits policies.
- Planned and managed recruitment activities for new hires using strategic personnel, staffing and position management practices.
- Maintained work structure by updating job requirements and job descriptions for positions.
- Handle other HR duties, as needed