

# JESSICA CLAIRE

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## SUMMARY

Team-driven Human Resources Administrator offering dynamic personality and extensive background in recruiting, interviewing and hiring valuable employees. Coordinated and organized professional focused on sourcing high-quality candidates and minimizing turnover to enhance team productivity. Attentive listener committed to building strong, trusting relationships with staff and management.

## SKILLS

- Customer Focus
- Conflict resolution skills
- Profit-and-Loss Responsibility
- Team-oriented
- Awareness of Current Market Trends
- Results driven
- Human Resource Management
- Strategic planning
- Performance and Process Improvements
- Staff Development
- Efficient and Detail-Oriented
- Budget Control
- Recruitment and Hiring
- Employee Retention Strategies
- Multitasking and Prioritization

## EXPERIENCE

### 09/2015 to Current **Human Resources Tournament Supervisor**

**Holiday Retirement** – Jackson, TN

- Supervises and directs daily operations of Human Resources Tournament to include: operations planning, new relationship recruitment and maintains existing relationships, sets hiring and onboarding programs, organizes and communicates orientation and training programs, leads new technology process and implementation training, develops Workforce parking plans, and plans and directs daily operations.
- Receives and reviews new business requests ensuring position control in that only approved positions are recruited and filled according to staffing plans.
- Develops and maintains strong partnerships with target colleges and universities, including student organizations, faculty, and career services.
- Collaborates with hiring departments to gain a comprehensive understanding of each departments hiring needs and to strategize and develop short and long-term relationships that creates a rich talent pool for each area. Discusses appropriate benefits for Tournament positions, i.e. travel, lodging, car rental, etc.
- Owns the applicant/employee life cycle. Creates an optimal experience for applicants interested in Tournament positions.
- Recommends wage and salary adjustments for Tournament positions.
- Coordinates with HireVue, our virtual interview provider, Workday and other integrated technologies to make annual updates where necessary.
- Coordinates Workforce parking and shuttling plans. Updates annually as location, numbers, and unknown factors change.
- Prepares reports on the performance, effectiveness and related costs of Tournament hiring and on-boarding programs.
- Develops annual labor and operating budget. Routinely reviews and manages to annual budget.
- Conducts performance evaluations annually for Human Resources Tournament staff and prepares annual salary increase recommendations.
- Built and developed lasting relationships with employees, peers, upper management and outside vendors.

### 02/2010 to 09/2015 **General Manager**

**Vera Bradley, Inc.** – National Harbor, MD

- Fulfils operational requirements by scheduling and assigning employees; following up and holding team accountable to work results
- Sustains employee results by coaching, counseling, and developing employees; planning, monitoring, and appraising job results
- Maintains expert knowledge of relevant markets by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios
- Secures merchandise by implementing Loss Prevention systems and measures
- Drives continuous improvement by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.

### 12/2005 to 02/2010 **Store Manager**

**Dynamite** – Yonkers, NY

- Facilitated the grand opening of a new store location along with recruiting and training of new staff
- Addressed customer inquiries and resolved complaints
- Directed and supervised employees engaged in sales, inventory-management and reconciling cash receipts
- Responsible for coordinating weekly employee schedules according to payroll policies
- Prepared all new managers on store procedures and policies
- Trained staff to deliver outstanding customer service
- Worked closely with the district manager to formulate and build the store brand.

### 03/2003 to 12/2005 **Co-Manager**

**Talbots** – City, STATE

- Developed store staff by reviewing and revising orientation to products and sales training materials; delivered training sessions; reviewed staff job results and learning needs with retail store manager; developed and implemented new product training
- Completed thorough competitor analysis; gathering information such as style, quality, and prices of competitive merchandise
- Attracted customers by originating display ideas; following display suggestions or schedules; constructing or assembling prefabricated display properties; producing merchandise displays in windows and on the sales floor
- Prepared sales and customer relations reports by analyzing and categorizing sales information; identifying and
- Generated a replenishment plan to maintain inventory levels; anticipating customer demand.

## EDUCATION AND TRAINING

### 01/1997 **Bachelor of Science: Business Management, Fashion Merchandising**

**Mercyhurst University** - Erie, PA

Member of the Varsity Woman's Rowing Team.

## ACCOMPLISHMENTS

- Promoted to Store Manager after 8 months in the Co-Manager position
- Promoted to General Store manager after 4 years in Store Manager Position
- Led the only team in the district to exceed target and prior year sales goals in 2012
- Exceeded prior year sales goal by 3.4%.