

# Jessica Claire

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## PROFESSIONAL SUMMARY

I am a highly motivated professional who is eager to contribute positively to my work team through innovative ideas, leadership, and a passion for learning. Highly efficient and well established in administrative environments that are fast-paced and challenging. I value collaboration, open communication, and professional development opportunities in my workplace.

## SKILLS

- Fluent in English/Spanish
- Organization and prioritizing tasks
  - Performance Management
  - Teamwork/Collaboration
  - Excellent oral communication
- Multi-tasking
  - Computer skills
  - Training & Development
  - Self-motivated professional

## WORK HISTORY

HUMAN RESOURCES05/2016 to CURRENT

Towne Properties Associates | Worthington, OH

- Set, enforced and explained HR policies to team members to cultivate compliant and satisfied workforce
- Maintained current understanding of state and federal policies such as EEO and ADA
- Maintained company compliance with all local, state and federal laws, in addition to establishing organizational standards
- Monitored and handled all employee claims, including performance-based and harassment incidents
- Performed administrative and customer service functions by responding to general employee inquiries, addressing employee relations issues and scheduling meetings
- Collaborated with management to build and implement effective, modern employment policies
- Structured compensation and benefits according to market conditions and budget demands
- Directed hiring and onboarding programs for new employees
- Maintained optimal staffing levels by tracking vacancies and initiating recruitment and interview processes to identify qualified candidates
- Interviewed potential hires, negotiated salaries and benefits, and performed reference checks
- Communicated with potential hires to provide clarity on expected tasks, compensation and policies
- Administered or changed benefits, health plans, and retirement plans by request or during open enrollment periods
- Assessed training needs and coordinated learning and development initiatives for 100+ employees
- Educated employees on company policy and kept employee handbook current
- Collaborated with department managers to assess needs
- Implemented training programs for new and existing employees
- Used Novatime and PDS Software to process employee payroll and benefits enrollment information
- Managed payroll processing for 100+ employees

BACK TELLER

03/2014 to 03/2016

Monarch Casino Black Hawk | Black Hawk, CO

- Built and strengthened customer relationships by leveraging excellent interpersonal and communication skills
- Assisted customers with setting up or closing accounts, completing loan applications and signing up for new services
- Assisted customers with compromised debit cards and issued new credentials
- Accessed computerized financial information to answer questions related to specific accounts
- Sold and cross-sold bank products to new and existing customers
- Logged cashier's checks and other transactions to maintain accuracy of account records
- Placed orders for customer checks and verified starting numbers
- Provided customer records on demand, including account statements and copies of checks
- Provided high level of customer service through friendly approach, strong professionalism and timely assistance with customer transactions
- Performed general teller duties, including handling drive thru line, handling cash, balancing cash drawers, performing loan payments, issuing cashier's checks and money orders, checking account information and handling indoor line
- Answered telephone inquiries on banking products including checking, savings, loans and lines of credit
- Trained new tellers in processes and procedures for financial institution, answering questions and providing guidance
- Reconciled cash drawer and resolved discrepancies
- Audited fellow teller currency to contribute to dual-control procedures
- Coordinated daily cash reconciliation in high-volume location

ASSISTANT MANAGER

06/2007 to 02/2012

Bi-Mart Corporation | Albany, OR

- Assessed job applications and made hiring recommendations to bring in top candidates for key vacancies
- Monitored employee performance and developed improvement plans
- Managed inventory control processes to restore back stock, control costs and maintain sales floor levels to meet customer needs
- Coached team on effective upselling and cross-selling methods
- Established and optimized schedules to keep coverage and service in line with forecasted demands
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies
- Bank deposits
- Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities
- Managed 25+ employees successfully in fast-paced environment through proactive communication and positive feedback
- Handled customer service by dealing with complaints, organizing stock and answering customer questions
- Onboarded new employees, including training, mentoring
- Provided weekly work schedules to employees to accommodate business demands and vacation requests

## EDUCATION

Tillamook Bay Community College, Tillamook, OR

High School Diploma

06/2008

Tillamook High School, Tillamook, OR