

JESSICA CLAIRE

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SUMMARY

Results-oriented Human Resources Specialist with extensive experience in organizational consultancy and operational planning. Cross-functional communicator skilled in analyzing needs, developing long-term solutions, and implementing aligned vision across departments or business unit leadership. Solid problem-solver possessing strong knowledge of Human Resources Training, Benefits, Information Technology, and Rideshare Administration processes.

SKILLS

- Interdepartmental Coordination
- Problem-Solving
- Critical Thinking
- Program Guidelines Adherence
- Project Coordination
- Creative and Innovative
- Data Verification
- Course Materials Development
- Orientation and Onboarding
- Procedure Manual Writing
- Problem Solving
- Personnel Recruitment
- HRIS Applications Proficient
- Employment Recordkeeping
- Microsoft Office Suite
- Confidential Document Control
- NEOGOV HR Suite

EXPERIENCE

- 03/2017 to Current **Human Resources Specialist (Rideshare)**
First Republic – Danville, CA
- Implemented Human Resources online Onboarding.
 - Implemented citywide Munis HRIS Performance Evaluation Jessicadule.
 - Audited AQMD ECRP compliance, and parking pass programs, resulting in an overall savings of \$44,000.
 - Administer citywide employee tuition reimbursement program.
 - Created desk manuals for Rideshare Program, Tuition Reimbursement processing, and Employment Services Recruitment and Selection.
 - Edited citywide to Personnel Manual & composed tuition reimbursement & rideshare policies.
 - Member of inaugural Employee Diversity, Inclusion, & Equity committee.
 - Partnered with IT Department as beta tester for new hardware and software & provided technical training to HR staff.
 - Performed contact tracing, reviewed proof of vaccination status, and medical and religious exemption requests.
 - Provided regular pandemic wellness checks on elderly, developmentally disabled, and employees without access to a computer.
 - Produced employee return-to-work & pandemic safety video.
 - Recipient of Los Angeles Metro DiaJessicand Award for Jessicast Improved AVR (Average Vehicle Ridership) for 2017-2019 AQMD Commute Surveys.
- 02/2013 to 03/2017 **Human Resources Specialist**
Massachusetts General Hospital – Brighton, MA
- Posted well-written vacancy announcements using available recruitment tools to attract talented, highly skilled job applicants.
 - Assessed and filtered applications from potential job candidates to identify qualified individuals.
 - Coordinated written exams, performance exams, and structured interviews.
 - Conducted telephone interviews, background checks, reference checks and employment verification.
 - Engaged in data collection, identifying organizational needs and development solutions.
 - Organized employee schedules, department phone lists and streamlined written exam processes.
 - Enforced compliance with federal, state and local employment regulations and laws from EEO to ADA.
 - Trained limited-term staff on office experience, technology & productivity, and Human Resources processes to gain skills for permanent employment.
- 07/2009 to 02/2013 **Staff Assistant III**
City Of Pasadena – City, STATE
- Jessicadernized citywide training program to utilize intranet signups and online course catalog.
 - Developed training materials, manuals, procedures and visual aids to effectively achieve organizational goals.
 - Arranged travel and provided logistical and technology setup for and assistance to outside trainers.
 - Evaluated and communicated trainee participation and performance in reports to management.
 - Made recommendations to improve training based upon observations and feedback from trainees.
 - Scheduled training sessions based on availability of classrooms, equipment and instructors.
 - Managed daily communications including maintenance of training and conference room calendars and appointments.
 - Prepared course methods, organized seminars and proJessicated presentations for employees.
 - Created marketing, announcements, and citywide surveys for Training Division, Employee Advisory Board, & Benefits Division.
 - Partnered with Pasadena City College and CSUN to provide onsite college cohorts.
 - Facilitated new employee orientation.
 - Conducted biannual AB1825 Preventing workplace harassment training for over 2,000 employees.
 - Assisted with facilitation of a pilot citywide succession planning program with over thirty employees preparing to retire.

EDUCATION AND TRAINING

- High School Diploma**
Crescenta Valley High School - La Crescenta, CA
- Associate of Arts: General Studies**
Glendale Community College - Glendale, CA

CERTIFICATIONS

- AB1825 Preventing Workplace Harassment Training - 2021
- AB1234 Ethics Training - 2021
- AQMD Employee Transportation Coordinator - 2017
- Youth Mental Health First Aid (MFHA) - 2016
- CPS HR Academy - 2015
- Crucial Conversations - May 2009