

Jessica Claire

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SUMMARY	<p>Motivated Human Resources Specialist offering 1.5 years of experience in recruitment and promoting employee retention. Well-versed in employment regulations and records management requirements. Flexible and focused with expertise in complex problem resolution. Highly organized, proactive and punctual with team-oriented mentality.</p>
SKILLS	<ul style="list-style-type: none">Personnel RecruitmentReport PreparationEmployee HiringCandidate SearchingDecision MakingHarassment InvestigationEmployee RelationsIn-Person and Telephone InterviewingMicrosoft Office SuiteTalent AcquisitionComplex Problem-SolvingHRIS Applications ProficientRelationship BuildingCritical ThinkingPlanning & OrganizingSupervision & LeadershipVerbal and Written CommunicationTime ManagementDocumentation and Recordkeeping
EXPERIENCE	<p>HUMAN RESOURCES SPECIALIST 02/2022 to CURRENT Harris County Houston, TX</p> <ul style="list-style-type: none">Established and generated various reports to verify HR compliance.Identified opportunities to improve HR programs and proposed solutions to increase efficiencies.Developed recruitment updates to review trends, competitive intelligence and talent demographics.Assisted with recruitment initiatives by interviewing and talent sourcing.Analyzed job descriptions and determined recruitment plan, timeline and advertising efforts to fill positions.Post open positions to career sites and job boards.Safeguarded human resource information, maintaining employee confidence and protecting operations.Researched and analyzed recruitment data to provide detailed statistical reports.Collaborated with human resources team members to devise and deploy employee relations strategies.Managed Ethics Hotline system.Conducted Ethics investigations as needed.Participates in applicant screening; Conducts initial interviews prior to candidate referral to Branch office(s) for secondary interviews and screenings as needed.Provided support to department by assisting with special assignments and projects.Complied with company policies, objectives and communication goals. <p>RECRUITER 02/2021 to 02/2022 Alchemy Systems Fairview, OR</p> <ul style="list-style-type: none">Monitored applicant tracking system actions to support hiring deadlines and streamline candidate experiences.Managed candidate activity within Applicant Tracking System (ATS).Provided hiring status updates to HR and managers for comprehensive oversight.Created and maintained positive relationships with hiring managers and HR business partners.Met with hiring managers to identify talent needs and determine criteria for filling vacancies.Participated in local job fairs and recruitment events for prospective hiring.Utilized internal recruiting systems (iCIMS) to record, update and track all candidate progress.Facilitated job application processes for qualified candidates.Explained job duties, compensation and benefits to potential candidates.Interviewed potential participants to determine eligibility.Probed for relevant or appropriate information without influencing responses.Restated questions without altering meaning to facilitate participants' comprehension and collect high-quality data.Sought out and interviewed appropriate alternative interviewees when designated interviewees lacked necessary knowledge.Adhered to confidentiality rules and guidelines when interviewing others. <p>CASHIER 12/2019 to 11/2020 C-A-L Ranch Chubbuck, ID</p> <ul style="list-style-type: none">Helped customers find specific products, answered questions and offered product advice.Trained new team members in cash register operation, stock procedures and customer services.Processed payments promptly for customers to exceed productivity standards.Helped with purchases and signed customers up for rewards program.Authorized discounts and special actions to resolve customer disputes and maintain satisfaction.Monitored checkout counters and self-checkout areas to assist with complex transactions.Resolved and balanced cash drawers at end of shifts to generate accurate reports for cash registers.Monitored cash drawers in multiple checkout stations to confirm adequate cash supply.Processed refunds for worn, damaged and broken merchandise.Directed trash removal and sanitation procedures to keep aisles and register area organized.Oversaw work of cashiers to identify strengths and weaknesses in customer service, payment processing or merchandising plans.Assisted with training new cashiers and customer service team members to increase speed of onboarding.Rotated and merchandised products at point-of-sale to improve impulse buy rate.Answered customer questions and provided store information.Established and enforced clear goals to keep employees working collaboratively.Provided ongoing training to address staff needs.Coordinated employee schedules according to shift changes and availability.Reviewed completed work to verify consistency, quality and conformance. <p>JEWELRY SALES ASSOCIATE 02/2016 to 03/2019 Hudson's Bay Company Honolulu, HI</p> <ul style="list-style-type: none">Cleaned jewelry cases daily with glass cleaner and dusters to keep displays pristine.Welcomed customers, offered to help locate items and suggested merchandise without being intrusive or pushy.Followed store opening and closing procedures as per company guidelines.Restocked merchandise from inventory during downtime when items upfront became low.Processed merchandise returns and exchanges for customers to refund payments, trade items and offer store credit.Learned rolls of other departments to provide coverage and keep store operational. <p>EDUCATION AND TRAINING 2018 Nursing Assistant Certification Hagerstown Community College, Hagerstown, MD</p> <p>High School Diploma 2015 Catoctin High School, Thurmont, MD</p> <p>WEBSITES & PROFILES</p> <ul style="list-style-type: none">https://www.linkedin.com/in/Jessica-Claire-588394149/