

Jessica Claire

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SUMMARY • Responsive professional with strong organizational management and communication background combined with motivational and encouraging style. Talented trainer, problem-solver and planner takes on routine and complex job functions to promote business success. Well-organized and proactive, determined to support and promote growth within this organization.

- SKILLS**
- Process and procedure development
 - HR systems operations
 - Decisiveness
 - Customer relations
 - Multi-tasking mastery
 - Supervisor
 - Departmental activities
 - Training and mentoring
 - Leadership skills
 - Staff development
 - Data entry
 - Editing & written communication
 - Superb legal research skills
 - Customer service
 - Investigation ability
 - Organizational procedures
 - Business legal compliance
 - Field reporting
 - Microsoft Office
 - HIPPA guidelines
 - Creating training curriculums
 - Technical writing & company handbooks
 - Record keeping
 - Proficient in organizational and SAAS software
 - Scrum functionality
 - Policies implementation
 - Personnel engagement
 - HRIS applications proficient
 - Workplace diversity cultivation
 - HR services

EXPERIENCE • **HUMAN RESOURCES SPECIALIST** 06/2020 to 07/2022

Grandville Public Schools | Grandville, MI

- Partnered with senior HR team to communicate company standards and policies.
- Developed and documented HR procedures to refine processes and drive compliance with policies.
- Provided essential support to address individual HR needs of employees.
- Delivered inquiry-related data and insights to improve overall employee experience.
- Safeguarded human resource information, maintaining employee confidence and protecting operations.
- Maintained human resources records by processing applications and resumes.
- Coordinating new employee onboarding process.
- Established and maintained trusted relationships around organization to optimize business and employee experience.
- Worked with HR department to devise and update policies as needed for corporate accountability and workplace health.
- Assisted candidates with application processes by answering questions about application, providing I-9 forms and handling paperwork.

DEPARTMENTAL TRAINER/COACH

06/2018 to 06/2020

Iron Mountain | Houston, TX

- Trained newly hired top talent to fill key positions and maximize productivity
- Developed and coordinated trainings to help individuals learn company policies and procedures and job tasks
- Facilitated orientation and training classes to communicate policies and procedures to new hires
- Provided constructive feedback and positive reinforcement to keep trainees motivated
- Developed practical training programs to impart knowledge and improve individual skill sets
- Implemented and facilitated successful training programs to increase employee engagement, retention and productivity
- Prepared hard copy training materials, module summaries, videos and presentations
- Created tests, exercises, and role-plays for courses to verify competency
- Managed learning experience consistent with company philosophy and company-wide strategies.

SENIOR RECORDS ANALYST

05/2014 to 07/2017

The Marker Group | City, STATE

- Maintained filing systems for electronic and hard copy documents & medical records for organized recordkeeping
- Performed basic administrative duties by answering calls, taking messages, data entry, typing tasks and locating files upon request
- Retrieved, sorted, copied and filed all documents and medical records
- Created or updated legal letters of request for medical and insurance records that included attached HIPPA releases
- Strictly adhered to confidentiality dictations and HIPPA guidelines to safeguard information
- Managed all documents and accurately filed each piece alphabetically and according to significance
- Opened, sorted, reviewed and stamped daily departmental mail and delivered to proper person
- Promoted positive internal and external relations and focused on prompt and complete responsiveness to clients and facilities
- Scanned images and documents with careful attention to clear scans and to correct document naming conventions
- Verified documents and associated records to catch and resolve discrepancies
- Reached out to clinical professionals and medical record facilities to compile documents and obtain necessary paperwork for procedures.

CUSTOMER SERVICE SPECIALIST/TEAM LEAD

07/2009 to 04/2014

USAA Banking | City, STATE

- Boosted customer satisfaction with knowledgeable answers and fast service for diverse needs
- Empowered customers with knowledge to independently navigate bank systems and online tools to get common answers and process basic transactions
- Facilitated exceptional customer service by meeting customer needs and recommending products to promote financial success
- Researched and resolved complex customer inquiries regarding loans, credit and consumer accounts
- Helped customers complete withdrawals, deposits, and transfers as well as open new accounts and obtain balance information
- Maintained performance standards against targets such as call abandonment, turnaround time and accuracy of solutions offered
- Wrote contract documents, purchase agreements and closing statements.

EDUCATION AND TRAINING • **Master of Science** | Human Resources & Organizational Management 06/2022
Wayne State College, Wayne, NE

Associate of Science | Communications/Journalism 08/2009
Wayne State College, Wayne, NE

Associate of Arts | General Studies 06/2007
Tyler Junior College, TX