

Jessica Claire

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Professional Summary

To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Skills

- Human Resource Information System HRIS
- Compensation and Benefits Administration
- Regulatory Compliance
- Unemployment Claims
- Payroll Processing
- Data and Trends Analysis
- ADP Workforce Now
- Paychex
- Corrective Action Planning
- Human Resources Department Processes
- Strong attention to detail
- Recruiting and Interviewing

Work History

- 02/2021 to Current

Human Resources

Brown Harris Stevens Residential Management, Llc – New York, NY

 - Liaised between CEO and Administrator to improve communications.
 - Devised hiring and recruitment policies for 200+ employee company.
 - Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for 200+ employees.
 - Collaborated with legal and compliance teams to review paperwork, obtain feedback and procure available information for new training processes.
 - Worked with managers to achieve compliance with organizational policies, providing clarifying information and recommending necessary changes.
 - Provided guidance on policies and procedures to harmonize responses, provide appropriate investigation actions and reach resolution of grievances.
 - Maintained optimal staffing levels by tracking vacancies and initiating recruitment and interview processes to identify qualified candidates.
 - Educated management on successful policy implementation and enforcement actions to prevent employee legal entanglements.
 - Adhered to federal and state guidelines and managed payroll and benefits for all employees.
 - Provided resolution to complex and confidential issues.
 - Handel all workers compensation claims.
 - Handel all unemployment claims.
 - Handel short term and long term disability claims.
 - FMLA
 - EEO-1 Reporting
 - BLS Reports

12/2018 to 01/2021

Human Resources Assistant

Greenwood Star Llc – Atlanta, GA

- Filed paperwork, sorted and delivered mail, and maintained office organization.
- Administered compensation, benefits and performance management systems and safety and recreation programs.
- Delivered friendly assistance with new hires throughout interviewing and hiring process.
- Prepared monthly, weekly and daily logs using Microsoft Office Suite.
- Screened applicant resumes and coordinated both phone and in-person interviews.
- Organized new employee orientation schedules for new hires.
- Created and completed personnel action forms for hires, terminations, title changes and terminations.
- Posted positions through approved recruitment channels.
- Assigned work activities for staff related to employment, compensation, labor relations and employee relations.
- Processed documentation for employee actions such as new hires, grievance resolutions and terminations.
- Represented human resource at personnel-related hearings, investigations and meetings and provided information to assist legal defense for EEOC, employment claims and lawsuits.
- Selected medical, dental, short and long-term disability, life insurance and workers compensation programs for employees.
- Assisted with on-boarding process of 100+ new hires

08/2012 to 11/2017

Salon Manager

Cost Cutters Hair Salon – Holland, MI

- Scheduled employees to maintain adequate coverage during business hours.
- Provided staff coaching, mentoring and consultation to enhance performance and professional development.
- Managed cash flow, business transactions, banking and accounting processes.
- Maximized business efficiency by completing thorough and accurate daily management tasks such as overseeing registers, organizing inventory and delegating tasks.
- Grew customer numbers and boosted loyalty with strategic engagement and marketing strategies.
- Oversaw salon employee performance, facility cleanliness and sales.
- Cut, colored, and styled hair for both male and female customers of all ages according to individual preferences and latest styles.
- Grew repeat client base by 50% through effective marketing and customer service

08/2010 to 08/2012

Cosmetologist

Mcmenamins – Tigard, OR

- Spoke with clients regarding health history, expectations, services and procedures for safety and customer satisfaction.
- Grew sales with great work ethic, individualized beauty care plans and positive attitude.
- Kept work areas, tools and equipment clean and properly sanitized to minimize disease transfer and health risk of shared environment.
- Attended regular training and workshops to maintain cosmetology license and stay current on technique and skills.
- Offered professional cuts, color services and extensions to salon customers.
- Maintained high number of return customers through precise cutting, coloring and styling of clients' hair.
- Built strong and lasting rapport with clients through consistent delivery of requested services and exceptional results.
- Expanded client base by 60% through direct referrals

Education

- 05/2010

High School Diploma

Woodland High School - Dorchester, SC

Affiliations

Society for Human Resource Management