

Jessica Claire

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Summary

Energetic, reliable and adaptable professional with an understanding of human resources, business operations and various corporate environments. Proven abilities in creatively identifying methods for improving staff productivity and organizational behavior. Recognized ability to incorporate innovative management techniques to a multicultural workforce. Dedicated, results-oriented manager with the ability to build rapport at all levels. Successful track record of motivating employees to obtain maximum performance and increase bottom-line profits for the company. Developed internal training programs that resulted in increased productivity and office innovation. Experienced supervisor and multi-tasker who enjoys working in a challenging environment.

Highlights

- * Training and Development
- * Office Management / Administration
- * Counseling / Coaching
- * Employee Relations Programs
- * Team building / Leadership
- * Departmental Development
- * HRIS
- * Organizational Development
- * Solid understanding of US employment laws
- * Strong recruiting and employee relations experience
- * Bilingual in English / Spanish
- Professional presence; polished communication skills and proven ability to effectively deal with senior level management
- Self-motivated and self-disciplined; able to work independently with minimal supervision
- Excellent listening and assessment skills
- Experienced operating in a complex and rapidly changing work environment
- Ability to influence others, facilitate processes, and coach/advise managers
- Enthusiastic team player with a strong drive to create a positive work environment
- Strong multi-tasking abilities and comfort with a high volume workload
- Strong internal and external customer service focus

Experience

Human Resources Business Partner, 11/2014 to Current

Shockwave Medical – Indianapolis, IN

- * Handle the day to day operations of the Dry Goods and Pro Food sites.
- * Administer policies, procedures and programs.
- * Carry out responsibilities around all the major HR functional areas which includes but is not limited to: Departmental Development, HRIS, Employee Relations, Training and Development, Benefits, Compensation, Organizational Development, and Employee Relations. * Drive Human Resources objectives creating an employee-oriented, high performance culture, emphasizing empowerment, quality, productivity, goal attainment, and standards.
- * Coach and advise the leadership team on performance management issues, including hiring, associate performance, career and personal development, resolving associate concerns, and terminations.
- * Investigate associate complaints and disputes.
- * Partner in the facilitation of planning to evaluate internal candidates and identify high potential associates.
- * Conduct plant visits, interviews, and exit interviews to understand opportunities for improved retention.
- * Conduct/facilitate local training and development sessions as needed. * Create and conduct employee engagement activities and broad based culture initiatives to drive adoption of company principles.
- * Work with line managers and employees to address all types of employee relations issues, fairly representing all interests.
- * Provide advice, assistance, and follow-up on company policies, procedures and documentation to workforce and management staff.
- * Coordinate the resolution of specific policy-related and procedural problems and inquiries.
- * Recommend operating policies, procedures and process improvements.
- * Help facilitate all company sponsored wellness events (flu shot program etc)

Human Resources Manager, 2004 to 11/2014

Pyramid Hotel Group – Baltimore, MD

- Rainbow Apparel is a multi-state retail company comprised of Rainbow Stores, 579 and Marianne stores with locations in the U.S, Puerto Rico and Virgin Islands. Within the first 2 years of employment was promoted twice, first to Recruiter and then to Human Resources Manager.
- Serve as a resource for new employees, counseling staff from executive levels to entry-level personnel. Travel to locations to direct human resources functions.
- Serve as a coach and counselor for personnel transitions within the company. Attend various human resources seminars to keep abreast of the latest legal and professional advances in the field.
- Create, implement and enforce the policies and procedures for formal disciplinary action and dismissals.
- Develop on-going communication with all employees, keeping them informed of the full list of benefits offered by the company.
- Work with each department in developing specific training programs required for each position. Prepare training materials to support departmental needs.
- Develop and implement training programs for general business functions including communicating with diplomacy, stress management, managing a diverse workforce and human relations.
- Conduct workplace investigations and interviews related to discrimination and sexual harassment complaints and in order to respond to EEOC complaints.
- Handled all levels of unemployment claims from providing information to the state to attending unemployment hearings.

Office Manager / Administrative Director, 01/1999 to 01/2003

Akoustis Technologies, Inc.

- As Office Manager reported to President for ECC, was key member of corporate executive management team. Duties included preparing departmental budgets and hiring and training 10+ employees. Performed complete office purchasing for the facility.
- Instituted new policies and procedures to guide
- Leadership and support in employee relations issues. Responsible for employee performance, evaluation, process and review.
- Worked with department heads in developing goals, objectives and systems

Human Resources Coordinator, 01/1998 to 01/1999

Caribbean Restaurants, LLC

- managed most HR functions for 5000 employees including staffing, trainings, compensation benefits, employee relations and labor relations.
- Responsible for all activities relating to human resources including staff supervision, recruitment, training and personnel relations.
- Counseled management employees on manpower utilization, disciplinary procedures, compensation, performance evaluation and other personnel matters.
- Coordinated activities related to established Human Resources policies, processes and regulations to associates and management such as labor, recruiting/employment, training, EEO, safety, worker's compensation and benefits.
- Responsible for administration of HR related programs such as service awards, special recognition, safety awards, location newsletters, etc.
- Informed and counseled employees on FMLA requirements and employees responsibilities while on FMLA leave.
- Represented the company in Labor Department hearings
- Conducted OSHA practice inspections

Education

M.A: Labor Law, 2001

Interamerican University of Puerto Rico

Interamerican University of Puerto Rico, Metropolitan Campus 1999-2001 M.A Labor Law 3.88 G.P.A

B.A.: Business Administration, 1999

Interamerican University of Puerto Rico - Bayamon, Puerto Rico

Interamerican University of Puerto Rico, Bayamon Campus 1993-1999 B.A. in Business Administration, Marketing and Human Resources Management Graduated Cum Laude 3.50 G.P.A

PhD: Industrial Psychology

Capella University

Capella University One Semester of Industrial Psychology PhD Program

Professional Affiliations

Society for Human Resources Management

Skills

Human Resources, Training, Benefits, Claims, Discrimination, Eeoc, Equal Employment Opportunity Commission, General Business, Recruiter, Retail, Retail Marketing, Training Programs, Employee Relations, Human Resources Management, Marketing, Budgets, Buying/procurement, Employee Performance, Office Manager, Purchasing, Labor Law, Compensation, Compensation And Benefits, Disciplinary Procedures, Eeo, Equal Employment Opportunity, Fmlla, Hr, Inspections, Recruiting, Recruitment, Staffing, And Marketing, Benefit Plans, Business Management, Business Operations, Coaching, Energetic, Hr Generalist, Increase, Mentoring, Multi-tasker, Office Management, Operations, Phr, Self Motivated, Team Building