

Jessica Claire

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PROFESSIONAL SUMMARY

Professional Human Resources Administrator with experience managing daily administrative support tasks and operations in multiple settings. Well-organized, quick learner committed to delivering high-quality results. Adaptable and versatile worker providing excellent customer service within dynamic environments.

SKILLS

- Program Analysis
- Health and Safety Programs
- Recruiting and Interviewing
- Cross Functional Collaboration
- Relationship Building
- Administering Disciplinary Procedures
- Problem Solving
- Statistical Data Analysis
- Regulatory Compliance
- Conflict Resolution
- Performance Management Systems
- Verbal and Written Communication

WORK HISTORY

Human Resources, 07/2020 - Current

Dewolff Boberg & Associates – Germantown, WI

- Maintained company compliance with local, state and federal laws, in addition to established organizational standards.
- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.
- Monitored and handled employee claims, including performance-based and harassment incidents.
- Directed job fairs to bring in local talent for long term and seasonal positions.
- Collaborated with senior management and performed helpful tasks, including benefits analysis, corrective action planning and big-picture data capturing.
- Initiated and maintained workers compensation cases for tracking, reporting and legal mechanics.
- Motivated employees through special events, incentive programs and constructive feedback.
- Maintained payroll and benefits for employees in various locations and diminished financial discrepancies through expert program management.
- Briefed new hires on essential job information, such as company policies, employment benefits and job duties.
- Adhered to all federal and state guidelines and managed payroll and benefits for over 100 employees.
- Accurately prepared bi-weekly payroll and tracking data using Sage system.
- Directed and controlled various benefit programs, including 401K, medical, dental and vision packages.

Store Manager, 05/2015 - 07/2020

Vera Bradley, Inc. – King Of Prussia, PA

- Managed inventory control, cash control and store opening and closing procedures.
- Assisted team members with delivering friendly, knowledgeable service by applying proactive monitoring and corrective action strategies.
- Managed all aspects of store operations, including organization, maintenance and purchasing functions.
- Resolved customer service issues promptly.
- Optimized store displays and appearance via strategic merchandising.
- Completed all point of sale opening and closing procedures, including counting contents of cash register.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Helped with planning schedules and delegating assignments to meet coverage and service demands.
- Managed inventory control processes to restore back stock, control costs and maintain sales floor levels to meet customer needs.
- Controlled store inventory and reviewed cash handling and operations reports.
- Maintained store quality standards to optimize customer experience, drive customer traffic and positively impact store profitability.
- Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.
- Trained and developed new employees for ease of transition into team.
- Answered questions about store policies and addressed customer concerns.
- Completed daily paperwork and computer entry of sales data as established by management.
- Recruited, hired and trained 20+ associates to develop productive team with excellent product knowledge.
- Handled inventories, cash and payroll procedures and managed controllable P&L line items.
- Established and optimized schedules to keep coverage and service in line with forecasted demands.
- Kept orderly and accurate accounting records by monitoring sales documentation.
- Minimized on-site cash with frequent deposits and high accuracy in predicting operations.
- Reconciled daily sales transactions to balance and log day-to-day revenue.
- Approved regular payroll submissions for employees.
- Generated spreadsheets detailing sales information.

Group Manager, 01/2010 - 05/2015

Anheuser-Busch Inbev – Irving, TX

- Built relationships with customers and community to establish long-term business growth.
- Collaborated with upper management to implement continuous improvements and exceed team goals.
- Monitored sales team performance, analyzed sales data and reported information to area managers.
- Coordinated staff sales meetings to discuss developmental strategy, best practices and process improvements.
- Directed work of efficient administrative team maintaining accurate sales, inventory and order documentation.

EDUCATION

No Degree: Accounting

Minneapolis Community And Technical College - Minneapolis, MN

High School Diploma: 06/2008

BOLD - Olivia, MN