

Jessica Claire

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Summary

Dedicated, focused and qualified Office/Human Resources Manager delivering support and team leadership to business operations. Dependable and detail-oriented with the ability to manage multiple tasks and priorities. Recognized for organization, exemplary client/customer service and team collaboration. Excellent project manager with dedication to meeting business objectives.

Skills

- Microsoft Word, Excel and Outlook
- Quickbooks Desktop & Payroll
- EHR Management
- A/P, A/R, Payroll and Tax Preparation
- Scheduling and calendar management
- Detail oriented
- Self-directed
- Time management
- Ability to prioritize and multi-task
- Well organized
- Employee relations
- Training development
- Recruitment and hiring
- Employee handbook development

Experience

Human Resources Manager, 09/2021 to Current

Plexus Corp. – Appleton, WI

- Provide HR consultation services to leadership and department heads.
- Initiate employee evaluation process and recommended policy changes to help staff progress toward desired readiness goals.
- Hold exit interviews and documented information discussed with employees.
- Formulate corrective action plan through analysis of management feedback and consultation with employee.
- Supervise and guide personnel to eliminate downtime and boost productivity.
- Mitigate audit risk by optimizing compliance tools, identifying deficiencies and implementing corrective actions.
- Investigate workplace issues with professionalism and sensitivity and detailed incidents in reports to senior executives.
- Support top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Create, organize and maintain employee personnel files to keep sensitive data secure.
- Guide new hires through orientation and on-boarding and explained documentation requirements to facilitate HR process.
- Develop job postings, recruited candidates and scheduled interviews to fill vacant positions.
- Conduct employment verification and background investigation to facilitate hiring process.
- Develop and maintained training materials and benefits packets for new hires.
- Schedule appointments, meetings and conferences with employees to discuss and mitigate personnel issues.
- Assist with employee termination process to drive consistency and reduce discrimination claims.
- Submit monthly, quarterly and weekly reports to Executive Directors to track mandatory requirements.
- Handle sensitive and confidential employee information with complete discretion.
- Process employee status changes, keeping human resources systems and employee records up to date.
- Plan corporate events, conventions, meetings and gatherings.
- Prepare and posted job openings to appropriate job sites.
- Control resume flow within applicant tracking system.

Financial Agent/Office Manager, 01/2016 to Current

Compass Recovery Center, LLC – City, STATE

- Office financial management, including AP/AR, payroll, deposits and tax form preparation using Quickbooks
- Prepare and pay monthly, quarterly and annual 941, 940, Employer Ohio tax withheld, RITA, Unemployment Insurance, BWC, W-2's and W-4's
- Researched and implemented new Health, Dental, Vision and Life insurance policies for employees
- Participated in interviewing prospective employees and processed all new hire paperwork
- Responsible for all updates required for employee files
- Completed the credentialing/contracting process for the agency with 7 insurance companies
- Improvement of operational efficiencies, managing counselor's schedules, new client intakes, and functionality of front desk duties
- Communicate with patients to address and resolve billing questions
- Interview patients to collect medical information and insurance details
- Manage front office activities, including customer service, patient appointment management, billing and collections, and office administration
- Digitized over 1000 medical records and participated in the implementation of a new EHR system (Carelogic)
- Recovered over \$100,000 in falsely denied claims
- Process and reconcile Behavioral Health claims on a weekly basis, sending claims and posting payments for Medicaid and Self Pay clients
- Gather information to file appeals for insurance denials, minimize inaccuracies by maintaining accurate records and submit and process pre-authorization requests
- Created a 200+ page policies and procedures manual, employee handbook and client handbook for a small behavioral health agency which was approved by OMHAS
- Transcribe client group meetings using an EHR system (Carelogic) and Word documents
- Contact other medical facilities to confirm medical histories and prevent inaccurate diagnoses

Bartender/Senior Server, 08/2005 to 08/2019

Ben's Restaurant And Bar – City, STATE

- Recognize VIP customers immediately and provided special treatment, including preferred tables
- Work with management to plan and implement special events to boost customer numbers and profits
- Multitask to meet customer, business operations and server needs with minimal errors or delays
- Keep close track of bar tabs and transfer open tabs to dining area seamlessly, providing a pleasant dining experience to customers
- Promote customer safety by maintaining current list of available ride services for inebriated customers
- Check identification of customers to verify age requirements needed for purchase of alcohol
- Maintain tight financial controls with highly accurate daily registers
- Support servers by preparing specialty drinks for patrons in all areas of establishment
- Operate cash register and Point of Sale (POS) system for transactions and made proper change for cash transactions
- Engage in small talk with patrons to build rapport and earn repeat business

Insurance Agent/ Account Representative, 10/2004 to 06/2005

Luce, Smith And Scott – City, STATE

- Generated quotes for new and current clients
- Current client account maintenance
- Responsible for one half of the personal lines department
- Processed all changes and renewals

Education and Training

Property/Casualty Insurance License: 1995

Hondros College of Business - Brecksville, OH

- Licensed in Property Casualty Insurance from 1995-2008

High School Diploma: 06/1991

Woodridge High School - Peninsula, OH