

# JESSICA CLAIRE

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📍 Montgomery Street,  
San Francisco, CA  
94105

## SKILLS

- Organization and planning
- Personnel recruitment
- Equal opportunities facilitation
- Scheduling
- HR policies
- Multitasking abilities
- File and records management
- Company organization
- Compensation and benefits
- Maintaining Files
- Effective planning
- High social awareness
- Microsoft Office proficiency
- Talent management
- HR Department Startup
- Staff Recruiting And Retention
- Labor Negotiations
- Recruitment Strategies

## EDUCATION

**Mercy College**  
Dobbs Ferry, NY • 05/2020

**Bachelor of Science:**  
General Psychology

- Member of Mercy College Summer STEM Academy

**Norwalk Community College**  
Norwalk, CT • 05/2017

**Associate of Applied Science**

## PROFESSIONAL SUMMARY

Accomplished Human Resources professional proactive in meeting company issues head-on with creative and innovative approach. Knowledgeable about changing industry and employment market demands. Expertise includes benefits administration, compensation structuring and recruitment. Strong knowledge of office administration and common human resources operations. In-depth understanding of customer service, data entry and file management. Highly skilled in reviewing policies and suggesting actionable improvements aligned with industry best practices.

## WORK HISTORY

**Blythe Construction Inc - Human Resources Administrative Assistant**  
*Gaffney, SC • 12/2019 - 05/2020*

- Responsible for placing advertisements for employment opportunities in local newspapers, online employment sites and ENTA intranet.
- Check references and process background screening/drug testing on potential candidates.
- Offer positions to potential candidates by following current budget.
- Provide administrative support to the Talent Manager and Talent Specialist as needed.
- Onboarding Assist the Talent Specialist in conducting New Employee Orientation and onboarding.
- Create employee profiles for new hires in ReviewSnap.
- Activate and distribute key fobs. Handle any misplaced key fobs by activating new fobs and giving deduction form to payroll.
- Submit key fob request for building access and gym access to building management.
- Verify, scan and File I-9 documentation.
- Collect and organize all new hire paperwork for employee's file.
- Payroll/Benefits Complete employment verifications.
- Provide administrative support to the Benefits Manager and Benefits Administrator as needed.
- Respond to inquiries regarding policies, procedures, and programs.
- Distribute labor law posters or any other notices such as workers compensation to all office locations.
- Scan all documents; ensure that DocSTAR is up to date. Make photocopies, fax documents and perform other clerical functions.
- Upload policies to iSolved and follow-up with employees when necessary.
- Assist the HR Managers, Assistant Director of Human Resources, and Senior Director of Human Resources with various projects, as assigned.
- Forecasted expected personnel demands and developed forward-thinking approaches to achieve objectives.
- Assessed and aligned compensation packages to market to attract highly qualified applicants for organizational vacancies.
- Maintained and scheduled complex calendars.

**Carnegie Mellon University - Manager Assistant/Customer Service Representative**  
*Pittsburgh, PA • 03/2014 - 12/2019*

- Assisting manager in organizing, planning and implementing strategy.
- Counterpart retail store operations.
- Managing incoming calls and customer service inquiries.
- Generating sales leads that develop into new customers then proceed to keep those new customers.
- Identifying and assessing customers' needs to achieve the best possible experience.
- Enhanced productivity levels by anticipating needs and delivering outstanding support.
- Educated customers about billing, payment processing and support policies and procedures.
- Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
- Applied highly effective selling skills while properly engaging and presenting solutions to customers.

**Summit Rehabilitation - Research Assistant**  
*City, STATE • 05/2019 - 06/2019*

- Studying role of Epistemic Perspective and Social Media Use.
- Recruiting participants/collecting data from the survey and building a chart into SPSS.
- Research previous articles on the study.
- Presented the proposed study on a Power Point.
- Evaluated potential subject participants to assess suitability for planned studies.
- Planned, modified and executed research techniques, procedures and tests.
- Collaborated with leadership team to identify relevant questions and determine best methods of collection.

**Westchester Physical Therapy Group - Physical Therapy Aide**  
*City, State • 03/2018 - 10/2018*

- Prepares treatment room or table for patients by following prescribed procedures and protocols.
- Helps patients for physical therapy treatment by welcoming, comforting, providing and/or assisting patient into physical therapy apparel or apertures.
- Maintains safe and clean working environment by complying with procedures, rules, and regulations.
- Provides equipment and supplies by sterilizing and delivering equipment and supplies to treatment area; positioning equipment for therapist access; positioning patient on equipment.
- Billing insurance and Co pays for patients.
- Taught chronic pain management techniques to assist patients in managing pain, including exercise, stretching and manual therapy techniques.
- Reviewed patient medical history and referral notes from other medical practitioners to understand health problems and suggest appropriate physiotherapy regimen to facilitate movement for daily activities.
- Scheduled patient appointments to meet treatment requirements and provide quality care.

## ADDITIONAL INFORMATION

My 2 native languages are English and Spanish. I can write, read and speak both languages fluently. I took Italian in college for 3 years and can read and write well. Speaking in Italian I am still a beginner in.