

JESSICA CLAIRE

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SKILLS

- Human Resources Operations
- Payroll Management
- Regulatory Compliance
- Onboarding, Training and Development
- Project Management
- Customer Service
- Technical expertise in data science and management tools: AxisCare, Prism HR, ADP Enterprise EV4, Kronos, iCIMS Talent Acquisition, Google Analytics, Netsuite and Appwright
- Marketing tools: Google AdWords and Prezi
- Cloud-based Knowledge Management Systems: Google Suite and Microsoft Office

EDUCATION

The University of Texas At Dallas
Richardson, TX • 05/2018
Bachelor Of Business Administration

- Member of Entrepreneur Club
- Awarded Comet Transfer Scholarship

PROFESSIONAL SUMMARY

Accomplished Director of Human Resources offering 3 years of comprehensive experience developing HR functions, cultivating positive work environment and collaborating with all levels of management. Expertise in planning and managing employee and labor relations and developing and communicating company-wide policies and procedures. Goal-oriented and personable professional committed to improving talent acquisition and increasing organizational effectiveness.

WORK HISTORY

Firstservice Residential - Director of Human Resources
Wimauma, FL • 06/2021 - Current

- Executes the entire weekly multi-state payroll cycle for employees by processing all compensation; Managed payroll receipts of \$482k on a quarterly basis
- Oversees the process for new hires, terminations, status changes, loans, tax changes, direct deposits, rate changes, retroactive adjustments and special pay
- Enhances the organization's human resources by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices
- Ensures planning, monitoring, and appraisal of employee work results to coach and discipline employees; scheduling management conferences with employees; hearing and resolving employee grievances; and counseling employees
- Ensures legal compliance by monitoring and implementing applicable human resource federal and state requirements, conducting investigations, and maintaining records
- Enforce management guidelines by preparing, updating, and recommending human resource policies and procedures.
- Identified workers with specific skill sets for promotions or raises, increasing internal hiring by 20% and saving company \$10k in training fees.

Aimbridge Hospitality - Human Resources Support Specialist
Charlotte, NC • 06/2019 - 06/2021

- Onboarded more than 150 new employees through New Employee Orientation.
- Liaised between management and employees to deliver conflict resolution, alleviate problems and interpret compensation and benefits policies.
- Partnered with senior leadership to establish and develop corporate and HR policies and procedures.
- Contributed to annual performance appraisals by working with supervisors to achieve consistency and compliance with established procedures.
- Updated Human Resources Information System (HRIS) database, maintained data accuracy, and assisted with system changes.
- Maximized team knowledge and productivity by training, monitoring and directing employees in application of best practices and regulatory protocols.

University Of California - Event Specialist
Davis, CA • 08/2015 - 06/2019

- Managed event logistics and operations.
- Supervised onsite team of caterers, audio-visual technicians, and facility management team.
- Interviewed clients to understand event scopes of work, establish budgets and determine timelines for venue selection, guest list finalization, and rehearsal, ceremonies, and receptions.
- Delivered and assembled over 500 buffets and creative banquet-style events over a four-year period.

Snapchat - Project Coordinator
Dallas, TX • 01/2018 - 03/2019

- Managed all project phases for 570 barricade and graphic projects with net sales over \$910,000 for the 2018 fiscal year.
- Achieved reduction of paperwork processing time by 15 mins per job by streamlining submission processes by implementing the Work Orders Portal.
- Transitioned projects from estimation and pre-construction phase to well-defined project execution plan.
- Performed on-site field surveys and wrote technical narratives to document processes and design changes.
- Checked compliance of company safety plan and delivered recommendations to address regulatory issues.
- Tracked hours and expenses to keep project on task and within budgetary parameters.
- Built strong relationships with internal and external stakeholders and devised strategies, initiatives and events promoting products and services.

Company Name - Customer Experience Associate & Painting Instructor
City, State • 03/2016 - 10/2016

- Suggested operational improvements to enhance quality, improve production times and reduce costs.
- Collaborated with internal team members to resolve customer concerns and deliver enhanced customer experiences.
- Engaged in cross-selling and up-selling activities to enhance customers' experiences and generate revenue.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.

Company Name - Server
City, State • 02/2014 - 06/2015

- Worked with POS system to place orders, manage bills and handle complimentary items.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.