

JESSICA CLAIRE

✉ resumesample@example.com

☎ (555) 432-1000

📍 Montgomery Street, San Francisco, CA 94105

HIGHLIGHTS

Multi-Tasking
Team Leadership
Communication Skills
Detail Oriented
Confidentiality
Problem Solving
Positive Attitude
Policy Implementation
Customer Focused
Strong Work Ethic
Organized
Mac O/S
Training and Development
Data Analysis
People-oriented
Maintains Confidentiality
Off-boarding
Benefits administrator
Employment law knowledge
Employee relations
Manager coaching and training
HRIS applications proficient
Payroll expertise
Employee handbook development
Hiring and retention
Compensation/payroll
Employee relations
Personnel records maintenance
New hire orientation
Microsoft Office Suite expert
HR policies and procedures expertise

EDUCATION

University of Nebraska
Omaha, NE • 2010

Bachelor of General Studies:
Administration
Coursework in Communications and Psychology
Continuing Education in Human Resources
Coursework in Business Administration
Coursework in Communications and English

Troy State University
Montgomery, AL • 2001

Associate of Science: Business
Emphasis in Accounting
Coursework in Communications and English
Coursework in Business, Economics and Organizational Development

SUMMARY

Human Resources Manager / Air Force Veteran with eight years of proven experience and increasing responsibility in Personnel and Human Resources. Accomplished measurable results while leading teams in a dynamic, fast-paced environment. Possesses a comprehensive background in customer service, team leadership and human resources management derived from conducting domestic and global operations. Recipient of multiple awards for outstanding performance and professionalism in the United States Air Force. Career supported by Bachelor of General Studies in Administration and professional certifications.

ACCOMPLISHMENTS

Revamped the orientation process for all new hires, which was implemented company-wide. Designed a standard exit process and interview survey that was implemented permanently. Wrote and publicized policies and handbooks. Won "WOW" Award for consistently exceptional customer service.

EXPERIENCE

Universal Forest Products, Inc. - Human Resources
Gainesville, GA • 06/2013 - Current

- On-boarded all new personnel, including benefit enrollment and government reporting
- Accurately processed bi-weekly payroll for 125 employees using ADP software, including hourly, commission-based and salaried employees as well as 30 drivers paid by the mile
- Processed payroll deductions and garnishments in accordance with applicable laws
- Created payroll General Ledger journal entries to distribute payroll and benefit expenses to various departments and assisted with month-end accounting procedures
- Administered 401(k) plan and employee wellness plan, advertising for maximum participation
- Managed insurance Open Enrollment periods and enrolled new-hires and current employees
- Built employee manual incorporating previous manuals, supplemental policies and writing new procedures as necessary in accordance with the company's mission and vision
- Troubleshooted and maintained ADP full-hand punches, communicated with ADP
- Created various HR forms and memoranda as necessary, updated policies and procedures
- Recruited new talent, advertised open positions, and marketed open positions to potential applicants, tracked and screened all incoming applications, and established hiring procedures
- Created and maintained formal job descriptions for company personnel and open positions
- Administered COBRA, FLSA, and FMLA, maintained HR and HIPAA records with confidentiality
- Participated in unemployment fact-finding interviews and appeal hearings
- Created, updated, and revised HR policies and procedures to align with company mission
- Balanced cash accounts to bank statements daily
- Managed corporate credit card program, reconciled receipts to statements monthly, coded transactions to the General Ledger and identified suspicious transactions
- Presented benefit, policy, wellness and general Human Resources information to employees at weekly meetings and via email and posted notices
- Reported workforce data to management to include wage and time data, EEO reporting, manpower, turnover, and other pertinent information
- Supported management and workforce in responding to benefit, payroll, policy interpretation, and other Human Resources questions.

Adecco Group Inc. - Executive Assistant
Burbank, CA • 06/2011 - 06/2013

- Processed Accounts Payable / Accounts Receivable transactions, assisted Controller with month-end and year-end processing
- Provided administrative support to executive, sales, and technical staff including travel arrangements, answered and screened all incoming phone calls
- Created employee manual, updated and created policies and procedures
- Performed all Human Resource functions, maintained all HR records and administered 401(k)
- Collected and calculated timecards
- Determined needs and ordered office supplies, performed office machine troubleshooting
- Developed and implemented an inventory management system.

Zs Associates, Inc. - Coverage Review Representative
New York, NY • 03/2011 - 07/2011

- Answered inquiries from pharmacy technicians and patients regarding medical prescription insurance coverage, escalated appropriate questions to pharmacy staff.
- Conveyed professional and courteous telephone demeanor regardless of circumstances.
- Maintained detailed knowledge and understanding of insurance coverage rules for a variety of situations.
- Earned "WOW" award for consistently excellent customer service.

Boy Scouts Of America / Pack 206 - Pack Treasurer / Committee Member
City, STATE • 09/2009 - 05/2012

- Maintained the treasury for the local Cub Scout pack, kept records and validated all transactions made by pack leadership, reimbursed expenses as appropriate.
- Planned and made arrangements for pack events.
- Balanced checkbook and processed deposits averaging \$25,000 per year during the month of popcorn sales.
- Computed pack and scout portion of sales for approximately 75 scouts.

Aerotek / Northern Natural Gas - Administrative Assistant
City, STATE • 08/2008 - 07/2009

- Created and implemented an organization system for training library of over 1600 resources.
- Quickly and accurately audited, updated, and made corrections to several different proprietary databases and spreadsheets, created new spreadsheets for data analysis.
- Created step-by-step user's manuals and training guides for software and procedures.
- Maintained training, safety and DOT qualification records for over 300 field employees.

PacificBasin Communications - Administrative Assistant / Data Specialist
City, STATE • 07/2006 - 12/2007

- Provided administrative support to a 65-person organization, served as in-house Microsoft Office expert, produced professional PowerPoint presentations used by company executives for a variety of presentations (both internally and externally), often on short notice Assisted with business-to-business collections.
- Compiled extensive time tracking data and converted information into usable spreadsheets and charts.
- Independently became an expert and trained staff on undocumented custom software package.
- Spearheaded redesign of the company newsletter, resulting in a more readable and informative format.

U.S. Air Force - Personnel Journeyman (HR Generalist)
City, STATE • 1996 - 06/1999

- Provided administrative support to squadron level Commander and 150 military personnel
- Audited, developed and administered policies and procedures Maintained personnel records with confidentiality
- Created military identification cards for active duty, retirees, veterans and dependents, verified member and dependent eligibility for base and medical privileges
- Managed base-wide dental insurance program, responding to member and management concerns In-processed and trained new personnel
- Supervised and ensured compliance with weight management and performance evaluation systems.
- Interpreted military regulations and congressional law regarding benefits, records and personal appearance
- Created letters, memoranda and other forms of correspondence.
- Developed and prepared reports to management and government agencies
- Advised senior executive decision maker regarding DoD HR policy compliance and program administration
- Coordinated, monitored and conducted quality review of all employee performance reports.

PROFESSIONAL AFFILIATIONS

Society for Human Resource Managers (SHRM)
National Bookkeeper's Association (NBA)
Human Resources Association of the Midlands (HRAM)

SKILLS

Accounting, Accounts Payable, Accounts Receivable, Administrative Support, ADP, Benefits, Communication Skills, Excellent Customer Service, Data Analysis, Databases, Detail Oriented, General Ledger, Hiring, Human Resource, Policy Interpretation, Inventory Management, Team Leadership, Mac O/S, MS Office Suite, PowerPoint Presentations, Multi-Tasking, Newsletter, Payroll, Policy Implementation, Presentations, Problem Solving, Reporting, Spreadsheets, Travel Arrangements, Troubleshooting