

JESSICA CLAIRE

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Professional Summary

Goal-oriented Human Resources Specialist with 6.5 years of experience in training protocol development and policy implementation.

Strong financial background with demonstrated success in budget development and adherence. Accomplished in analyzing company needs and developing long-term solutions to meet personnel objectives.

Payroll expert with 8 years' track record of collecting and compiling payroll data with accuracy. Expertise in payroll software, data entry and analyzing information.

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals, with an excellent attendance record.

Skills

- Wages and salary
- Benefits and compensation
- Training development
- Team Building
- Recruitment
- File and records management
- Pre-Employment Screening
- Organizational Development
- Reviewing data
- Investigating discrepancies
- Math skills
- Checking time cards
- Financial software
- Inbound and Outbound Calling
- Administrative support
- Recordkeeping strengths

Work History

Human Resources/Payroll, 07/2016 to Current

H&R Block, Inc. – MO, State

- Reviewed existing policies and procedures to make recommendations for enhancing work productivity, recruitment, and hiring processes.
- Contributed to annual performance appraisals by working with supervisors to achieve consistency and compliance with established procedures.
- Analyzed issues and employed improvement processes.
- Partnered with senior leadership to establish and develop HR policies and procedures.
- Reviewed and screened applicant resumes to identify qualified candidates.
- Oversaw and managed hiring process.
- Maintained work structure by updating job requirements and job descriptions for positions.
- Liaised between management and employees to deliver conflict resolution, alleviate problems and interpret compensation and benefits policies.
- Directed and controlled 401K, medical, dental and vision benefit packages.
- Resolved issues and inquiries from plan participants regarding health and welfare benefits and deductions through telephone, email and in-person interactions.
- Updated personnel handbooks and individual records to keep filed accurate and detailed.
- Coordinated submission and processing of life insurance claims.
- Checked employees' benefits enrollment for accuracy and inputted all data into Plansource.
- Explained benefits to plan participants in easy to understand terms in order to educate each on available options.
- Processed monthly remittance and reconciliation for various benefit plans.
- Helped prepare month-end, quarterly and year-end closings.
- Processed payroll for approximately 230 total employees.
- Initiated and maintained workers compensation cases for tracking, reporting and legal mechanics.
- Maintained payroll information by calculating, collecting and entering data.
- Initiated direct deposits and prepared manual checks.
- Operated 10-key calculators, computers, fax machines, copy machines and other office equipment.
- Reviewed personnel records to determine names, rates of pay, occupations of new hires and changes in wage rates.

Bookkeeper, 01/2016 to 07/2016

Nvr, Inc. – Philadelphia, PA

- Established QuickBooks accounting system to reflect accurate financial records.
- Reviewed and filed financial documents, coded accounting entries for data processing and posted daily receipts and payments in accordance with all corporate protocols.
- Created plans to remedy financial discrepancies and reconcile issues with records.
- Verified postings to ledgers to confirm accurate entry and account balances.
- Completed payroll for employees and maintained detailed records of procedures.
- Tracked business revenue and expenditures and reconciled accounts to maintain high accuracy.

Administrative Office Manager, 03/2014 to 10/2015

Washington Federal – La Pine, OR

- Monitored and evaluated personnel performance to complete annual reviews, recommend advancement or address productivity concerns.
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Assured timely verification of insurance benefits prior to patient procedures or appointments.
- Collected premiums and issued accurate receipts.
- Scanned documents and saved in database to keep records of essential organizational information.
- Monitored database updates and verified for correctness.
- Prepared outgoing correspondences and responded to telephone inquiries promptly.
- Supported clinical staff members by assisting with data entry, word processing, completing work orders and creating and maintaining files.

Customer Service Representative / Bank Teller, 03/2010 to 03/2014

Peoples Bank – City, STATE

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Provided information regarding charge accounts and loyalty programs.
- Assisted customers with setting up or closing accounts, completing loan applications and signing up for new services.
- Created teller schedule to keep weekly and weekend shifts properly staffed.
- Answered inquiries regarding checking and savings accounts and other related products, with intentions to upsell.
- Replenished ATM funds in empty canisters prior to validation process.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Conducted regular proof work and followed up on chargebacks and deposit corrections.
- Wrote and distributed customer correspondence.
- Calculated fees due, interest and change for customer transactions.
- Counted, verified and handled bank deposits and armored car transactions.
- Handled various accounting transactions.
- Established rapport with new clients to increase satisfaction and loyalty.

Education

High School Diploma: 05/2003

Lewis County High School - Hohenwald