

# JESSICA CLAIRE

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- (555) 432-1000
- 100 Montgomery St. 10th Floor

## SUMMARY

Good-natured and results-driven professional bringing 12 years of collected experience in customer relations, military service, volunteer work, human resource management, and higher education. Specializing in skills such as conflict resolution, data collection and analysis, action plan development, and organizational compliance. Will enhance work environments valuing efficiency, sound judgment, and resourcefulness.

## SKILLS

- Recruitment, hiring, and termination
- Microsoft Office
- Training development
- Benefits administration
- Employee relations
- State and federal compliance
- Policy creation, implementation, and monitoring
- Data collection, analysis, reporting, and recommendations
- Compassionate and professional
- Collaborative and decisive
- Organized and efficient
- Dependable

## EDUCATION AND TRAINING

DeSales University  
Center Valley, PA • 05/2019

*Bachelor of Arts:* Human Resources Management And Business Admin

McCann School Of Business And Technology  
Allentown, PA • 07/2016

*Associate of Arts:* Business Administration

- Internship, Human Resources Assistant: Processed new hires, FMLA paperwork, and company project.

## EXPERIENCE

**Rich Products Corporation - Human Resources Manager**  
Santa Ana, CA • 10/2019 - 10/2020

- Reduced HR budget by 50% through attentive and strategic management of recruiting tools.
- Diligently stayed informed and advised executive leadership on government legislation regarding COVID.
- Advised leadership on HR-related issues, including poor employee performance, employee grievances, compensation, leave, and benefits.
- Tracked programs closely to assess effectiveness and make proactive adjustments to meet changing demands.
- Performed sensitive and confidential investigations into patient complaints against employees, missing funds, and employee issues in workplace.
- Committee team lead for monitoring and improving outcomes of recruitment, new hire orientation, training, and integration to respective departments.

**Caterpillar - Operations Manager**  
Triadelphia, WV • 07/2016 - 07/2017

- Devised performance metrics, reporting, and analysis in support of investigative operations.
- Managed company operations with responsibility for hiring, training, client issues, internal workflow conflicts, and payroll.
- Fostered strong relationships with marketing customers by addressing inquiries and maintaining communication.
- Personally requested by 2 separate business clients for consultation regarding matters of HR which earned additional revenue for Melior Marketing.
- Collaborated with staff to maximize customer satisfaction, streamline procedures, and improve bottom-line profitability.

**Algonquin - Human Resources Generalist**  
Jackson, MO • 07/2014 - 07/2016

- Ensured company complied with all federal, state, and local employment laws.
- Devised and managed performance metrics in order to create fair and objective employee evaluation process.
- Successfully improved employee retention to 6 months from 3.5 months over span of 18 months, addressing longstanding turnover problem.
- Improved employer filing systems which created opportunities for data retrieval and analysis not previously available.
- Held exit interviews and documented information discussed with employees.
- Created forecasting methods to track and improve recruiting efforts.
- Maximized efficiency in planning logistics and co-executing site consolidation.
- Fostered culture of flexibility and acceptance by maintaining open communication with personnel.

## CERTIFICATIONS AND ACCOMPLISHMENTS

- ADP: Human Resources Certified.
- Consistently recognized for customer service and professionalism by customers, employees, and supervisors since 2007.
- Volunteer, Allentown Marine Corps Recruiting Station: 5 years.
- Served in 2 military deployments.
- Graduated from Marine Corps "Leaders Course."
- Recognized as "Hometown Hero" by Lehigh Valley Phantoms organization.
- Voted "Best Trainer" by Lehigh Valley Magazine: 2015+2016.