

# JESSICA CLAIRE

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 (555) 432-1000

 100 Montgomery St. 10th Floor

## SKILLS

- In-Person and Telephone Interviewing
- Affirmative Action Guidelines
- New Hire Onboarding
- Employment Recordkeeping
- Time Tracking and Payroll Administration
- Financial Analysis
- Documentation and Recordkeeping
- Microsoft Office
- Leave of Absence Transitions
- Termination Documentation
- Human Resources Management Systems

## EDUCATION

**Limestone University**  
Gaffney, SC • 04/2015

***Bachelor of Science:*** Human Resources Management

**EAST COWETA HIGH SCHOOL**  
NEWNAN, GA • 05/2010

***High School Diploma***

## PROFESSIONAL SUMMARY

Human Resources Administrator offering 6 + years of progressive success in HR roles. Strong foundation of utilizing excellent communication and emotional intelligence to build strong teams and cultivate positive work cultures. Superior employee relations acumen and passion for recruiting, retaining and supporting high-quality talent to drive company growth.

## WORK HISTORY

**Charles River - Human Resources Administrator**  
*Sorrento, CA • 02/2019 - 08/2020*

- Directed and controlled 401K, medical, dental and vision benefit packages.
- Organized company-wide events designed to boost employee morale.
- Prepared new hire letters, employee contracts and corporate policies.
- Addressed employee conflicts with appropriate urgency, following all corporate procedures.
- Oversaw exit interviews and off-boarding process for resigned and terminated employees.
- Managed benefits enrollment by answering questions and aiding employees with login details.
- Handled on-boarding process for newly hired employees, which included distribution of all paperwork.
- Optimized organizational systems for payment collections, AP/AR, deposits and recordkeeping.
- Completed bi-weekly payroll for employees.
- Performed billing, collection and reporting functions for office generating over \$3 million + annually.

**Cancer Treatment Centers Of America - Human Resource Admin**  
*Chicago, IL • 09/2015 - 02/2019*

- Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Identify staff vacancies and recruit, interview and select applicants.
- Provide current and prospective employees with information about policies, job duties, working conditions, wages, opportunities for promotion and employee benefits.
- Maintain records and compile statistical reports concerning personnel-related data such as hires, transfers, performance appraisals, and absenteeism rates.
- Analyze employment-related data and prepare required reports.
- Address employee relations issues, such as harassment allegations, work complaints, or other employee concerns.
- Conduct exit interviews and ensure that necessary employment termination paperwork is completed.
- Conduct reference or background checks on job applicants.
- Maintain current knowledge of Equal Employment Opportunity (EEO) and affirmative action guidelines and laws, such as the Americans with Disabilities Act (ADA).
- Prepare badges, passes, and identification cards, and perform other security-related duties.
- Record data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Process paperwork for new employees and enter employee information into the payroll system.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.
- Compute wages and deductions, and enter data into computers.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Process and issue employee paychecks and statements of earnings and deductions.
- Keep track of leave time, such as vacation, personal, and sick leave, for employees.
- Compile employee time, production, and payroll data from time sheets and other records.

**CONVERY'S - BILLING REPRESENTATIVE**  
*City, STATE • 04/2012 - 06/2015*

- Arrange for debt repayment or establish repayment schedules, based on customers' financial situations.
- Advise customers of necessary actions and strategies for debt repayment.
- Persuade customers to pay amounts due on credit accounts, damage claims, or nonpayable checks, or to return merchandise.
- Answer customer questions regarding problems with their accounts.
- Locate and monitor overdue accounts, using computers and a variety of automated systems.
- Perform various administrative functions for assigned accounts, such as recording address changes and purging the records of deceased customers.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Provide assistance for customers with special billing requests.

**MCDONALD'S - FAST FOOD SUPERVISOR**  
*City, STATE • 09/2007 - 02/2011*

- Compile and balance cash receipts at the end of the day or shift.
- Train workers in food preparation, and in service, sanitation, and safety procedures.
- Perform various financial activities such as cash handling, deposit preparation, and payroll.
- Supervise and participate in kitchen and dining area cleaning activities.
- Estimate ingredients and supplies required to prepare a recipe.
- Resolve customer complaints regarding food service.
- Control inventories of food, equipment, smallware, and liquor, and report shortages to designated personnel.
- Purchase or requisition supplies and equipment needed to ensure quality and timely delivery of services.
- Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups.
- Forecast staff, equipment, and supply requirements based on a master menu.
- Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.

## ADDITIONAL INFORMATION

- CREDENTIALSANDLICENSES , Class B license / Passenger & school bus endorsements