

# Jessica Claire

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## SUMMARY

Experienced in multiple areas of human resources; recruiting & on-boarding, training facilitation, unemployment claims support, benefits, and data entry. Also, experienced as an accomplished database administrator with a proven ability to maintain, troubleshoot, support and resolve all system/customer related issues while utilizing internal business rules.

## HIGHLIGHTS

- Training & Development (Platform Skills)
- 401(k) Administration
- Talent/Performance Management
- Recruitment & Onboarding
- Customer Service
- HRIS Database Administration
- Team Building
- Microsoft Office Suite
- Technical Writing (Manuals/Job Aids)
- Ultimate Software/Ultipro

## EXPERIENCE

### TALENT MANAGEMENT COORDINATOR/RECRUITER 2014 to CURRENT

#### Lineage Logistics | Richmond, VA

Worked with the Director of Talent Acquisition and provided solutions to performance concerns and ensured that the management team was trained and educated in all aspects of the Performance Management process. Also, performed recruitment and applicant tracking operations for field positions.

##### Responsibilities/Results:

- Administered and monitored the company's performance appraisal processes, and provided regular and ad hoc reporting to all levels of management.
- Distributed, collected and processed Talent Assessments for all mid-level managers and above.
- Coordinated career fairs across 13 states with local Employment
- Security Commissions and Workforce Centers.
- Constructed and negotiated local newspaper ads to promote open opportunities with the organization while cutting cost and expenses.
- Organized and setup applicant interviews, and worked closely with hiring managers to strategize staffing needs.

### HRIS COORDINATOR 10/2008 to 11/2013

Partnered with Human Resources and various functional leaders to support the ongoing operation within the organization. Supported the departments goal of continuous process improvement to simplify, standardize, and automate Human Resources processes and procedures.

##### Responsibilities/Results:

- Successfully trained four department Vice Presidents, 64 corporate office managers, 21 corporate employees, and conducted teleconferences for field managers on the company's newly purchased Manager Self-Service (MSS) system.
- Consistently responded to HRIS helpdesk tickets and change requests in a timely and effective manner with positive results.
- Ensured that processes and procedures adhered to defined audit and internal controls. Also, audited and validated data to ensure consistency and accuracy.
- Partnered with HRIS team members to develop consistency and standardization of processes and services for the organization.
- Maintained the company's HRIS database that processed over 3,200 employee transactions quarterly, and vetted all erroneous exceptional reporting.

### OPERATIONS TRAINING MANAGER 10/2003 to 06/2008

#### Entegris, Inc. | Racine, WI

[82d Airborne Division]

Provided administrative and technical expertise to plan and coordinate training activities that were conducted throughout the organization.

##### Responsibilities/Results:

- Effectively supervised 10 direct reports that consistently produced positive results and recognition from senior leadership.
- Accountable for the overall health and welfare of 13 direct reports, and maintained positive control of over \$100,000 worth of equipment; while working remotely overseas in support of Operation Iraqi Freedom.
- Conducted cold calling via telecommunications, and face-to-face to small and large businesses to attain training sites for company training events. Developed, scheduled, prepared, and facilitated training for all levels of the organization.
- Recommended to the Department Vice President on a rewards program that boosted morale and profitability.

### FLIGHT OPERATIONS TECHNICIAN 01/1999 to 09/2003

[United States Army Special Operations Command (USASOC)]

Dispatched rotary/fixed winged aircraft and ensured the safe takeoff/landing of both commercial and military aircraft. Maintained flight records, aircraft keys, fuel cards, and flight publications; both D.O.D and Federal Aviation Administration (FAA).

##### Responsibilities/Results:

- Processed cross-country and local flight clearances, including examination for conformance with flight rules and regulations.
- Monitored flight information on all inbound and outbound flights, adverse weather alerts, air traffic control advisories, and overdue aircraft notices.
- Safeguarded classified materials, individual flight records, and functional files while utilizing proper Operation Security (OPSEC) and confidentiality procedures.

## EDUCATION

### Associate of Arts | General Studies 2015

#### Fayetteville Technical Community College, Fayetteville, NC

### High School Diploma | Common Core 1998

#### Durango High School, Las Vegas, NV

## SKILLS

**Technical:** Technology Training, Public Speaking, Facilitator Training, Train The Trainer Training, Ultimate Software, UltiPro, Blackboard, Live Meeting, WebEx, GoToMeeting.

**Functional:** Workload Prioritization, Time/Chaos Management, Strong Administrative Dexterities, Confidentiality Assurance, Mental Toughness, Strong Soft Skill Sets.

## ADDITIONAL INFORMATION

### Military Education & Awards - Honorable Discharge

[OEF (2) & OIF (1) Deployments]

**Courses:** Advanced Skills Course (Aviation Operations), Basic Leadership and Management Development Course, Intermediate Leadership and Management Development Course, and Senior Analyst Development Course.

**Awards:** Two-time recipient of the U.S. Army Commendation Medal, Two-time recipient of the U.S. Army Good Conduct Medal, Joint Service Achievement Medal, Army Achievement Medal, Honor Graduate of U.S. Army Airborne School, Multiple Letters of Appreciation, and Superior Ratings Received for Leadership.