

# JESSICA CLAIRE

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## Professional Summary

Certified Human Resources Manager with 20 years of HR experience in a full range of HR functions. Highly driven to achieve company goals, with an exceptional ability to understand business needs, communicate and build rapport with management and employees.

## Skills

- Benefits Administration
- Compensation
- Compliance
- Employee Relations
- Leave Administration
- Payroll Coordination
- Policy Development and Administration
- People Development
- People Management
- Performance Management
- Project Management
- Records Management
- Recruiting
- Talent Management
- Team Building
- Training and Development

## Work History

### Human Resources Manager, 03/2016 to Current

Plexus Corp. – Neenah, WI

- Manage Human Resources Department for SDVOSB.
- Create and implement hiring and recruitment policies and procedures.
- Implemented first Applicant Tracking System in order to meet company short- and long-term growth objectives and Affirmative Action compliance requirements.
- Consult with hiring managers regarding job requisitions, descriptions and interviewing, compensation, and pre-employment requirements.
- Manage recruiting, onboarding and employment life cycle.
- Conduct monthly new hire orientation to foster organizational objectives and professional relationships.
- Manage startup of HR related activities for new contracts including coordination of on boarding and compliance priorities.
- Conduct investigations and take appropriate action to resolve complex employee relations matters.
- Advise executive management on appropriate employee corrective actions and issues that affect management of organization.
- Collaborate with legal as needed to obtain feedback and procure available information for employee handbook, training and new policy implementation relative to new legislation and unforeseen events with employee impact.
- Serve as link between management and employees by handling questions, interpreting, and administering Company policies and helping resolve work-related problems.
- Administer and facilitate annual review process.
- Coach managers through employee relations matters including employee engagement, documentation, discipline and performance improvement plans.
- Direct and administer benefit programs, including 401K, medical, dental and vision packages.
- Partner with broker to analyze benefit plans to ensure quality, competitiveness and affordable options to support employee health and financial wellness.
- Evaluate industry salary surveys and market in order to attract qualified applicants.
- Maintain company compliance with all local, state and federal laws, in addition to establishing organizational standards.
- Educate management on policy implementation and enforcement actions to prevent employee legal entanglements.
- Prepare and submit organization's Affirmative Action Plan, VETS and EEO report.
- Liaise between business divisions to promote company objectives and improve communications.
- Strengthen operational efficiencies and traceability.
- Create and implement initiatives to foster and improve employee morale, provide support and encourage engagement.
- Design, implement and facilitate employee HR related training.
- Lead and provide direction for one HR Assistant.

### Human Resources Generalist, 07/2015 to 03/2016

Aeg Worldwide – Grand Prairie, TX

- Managed full spectrum Human Resources for 13+ Federal contract small businesses (220+ EEs).
- Responsibilities included, federal, state, non SCA and SCA compliance, employee relations, policy interpretation and development, employee and management inquiries, personnel status changes, onboarding, benefits administration, client projects and audits.
- Developed and enforced company policy and procedures relating to all phases of human resources activity.
- Provided human resource generalist guidance to managers and employees including talent management, payroll, FMLA, benefits, workers compensation, 401K and OSHA compliance.
- Developed company personnel policies, standard operating procedures and employee handbooks.
- Create and enforce HR policies and procedures across organization.
- Developed and facilitated all new-hire orientations.
- Understood, interpreted and mediated human resources inquiries to support administration of human resources policies, procedures and programs.
- Coached managers through employee relations matters including employee engagement, documentation, discipline and performance improvement plans.
- Liaised with HR and payroll to coordinate and manage employee leaves of absence, including FMLA and disability leaves.
- Educated and advised employees on group health plans, voluntary benefits and 401(k) retirement plans.

### Human Resources Manager, 03/2011 to 03/2015

Plexus Corp. – Buffalo Grove, IL

- Maintained company compliance with all local, state and federal laws, in addition to establishing organizational standards.
- Managed overall employment lifecycle.
- Managed employee annual and 90-day review evaluation processes.
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for 200+ new employees.
- Followed programs closely to assess effectiveness and make proactive changes to meet changing demands.
- Initiated and maintained Workers Compensation cases for tracking, reporting and legal mechanics.
- Educated management on successful policy implementation and enforcement actions to prevent employee legal entanglements.
- Conducted investigations and took appropriate action to resolve employee relations matters.
- Administered benefit programs, including 401K, medical, dental and vision packages.
- Assisted senior management with making key decisions by providing updates and improvement recommendations.
- Enhanced HRIS system by implementing new benefits administration tool and employee self service portal technology.
- Led and provided direction for Human Resources team of 2.

### HR Generalist/Executive Admin, 09/2002 to 03/2011

Alfa Alliance Insurance Corporation – City, STATE

- Coordinated implementation of people-related services, policies and programs for Glen Allen, VA location.
- Maintained work structure by updating job requirements and job descriptions for all positions.
- Local Alfa advocate, encouraging and supporting management and employees to identify and resolve conflicts.
- Maximized team knowledge and productivity by effectively training, monitoring and directing employees in application of best practices and regulatory protocols.
- Assisted senior management with making key decisions by developing and submitting performance and compensation reports with status updates and improvement recommendations.
- Implemented process improvements to automate office operations.
- Managed internal communications and correspondence.
- Oversaw all HR needs for 75-employee operation including remote Claims and Marketing employees.
- Facilitated Annual Open Enrollment.
- Facilitated Annual Reviews.
- Facilitated company HR related training.
- Facilitated all new employee orientations.
- Maintained and updated company employee intranet.
- Reviewed applications for experience and fit with posted positions.
- Wrote job postings and scheduled interviews.

## Education

### Master of Teaching: Education

Virginia Commonwealth University - Richmond, VA

### Bachelor of Arts: Psychology

George Mason University - Fairfax, VA

## Affiliations

Society for Human Resources Management, SHRM

## Certifications

Professional Human Resources, PHR