

# Jessica Claire

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## SUMMARY

Motivated Human Resources Specialist offering 1.5 years of experience in recruitment and promoting employee retention. Well-versed in employment regulations and records management requirements. Flexible and focused with expertise in complex problem resolution. Highly organized, proactive and punctual with team-oriented mentality.

## SKILLS

- Personnel Recruitment
- Report Preparation
- Employee Hiring
- Candidate Searching
- Decision Making
- Harassment Investigation
- Employee Relations
- In-Person and Telephone Interviewing
- Microsoft Office Suite
- Talent Acquisition
- Complex Problem-Solving
- HRIS Applications Proficient
- Relationship Building
- Critical Thinking
- Planning & Organizing
- Supervision & Leadership
- Verbal and Written Communication
- Time Management
- Documentation and Recordkeeping

## EXPERIENCE

**HUMAN RESOURCES SPECIALIST** 02/2022 to CURRENT

Harris County | Houston, TX

- Established and generated various reports to verify HR compliance.
- Identified opportunities to improve HR programs and proposed solutions to increase efficiencies.
- Developed recruitment updates to review trends, competitive intelligence and talent demographics.
- Assisted with recruitment initiatives by interviewing and talent sourcing.
- Analyzed job descriptions and determined recruitment plan, timeline and advertising efforts to fill positions.
- Post open positions to career sites and job boards.
- Safeguarded human resource information, maintaining employee confidence and protecting operations.
- Researched and analyzed recruitment data to provide detailed statistical reports.
- Collaborated with human resources team members to devise and deploy employee relations strategies.
- Managed Ethics Hotline system.
- Conducted Ethics investigations as needed.
- Participates in applicant screening; Conducts initial interviews prior to candidate referral to Branch office(s) for secondary interviews and screenings as needed.
- Provided support to department by assisting with special assignments and projects.
- Complied with company policies, objectives and communication goals.

**RECRUITER** 02/2021 to 02/2022

Alchemy Systems | Fairview, OR

- Monitored applicant tracking system actions to support hiring deadlines and streamline candidate experiences.
- Managed candidate activity within Applicant Tracking System (ATS).
- Provided hiring status updates to HR and managers for comprehensive oversight.
- Created and maintained positive relationships with hiring managers and HR business partners.
- Met with hiring managers to identify talent needs and determine criteria for filling vacancies.
- Participated in local job fairs and recruitment events for prospective hiring.
- Utilized internal recruiting systems (iCIMS) to record, update and track all candidate progress.
- Facilitated job application processes for qualified candidates.
- Explained job duties, compensation and benefits to potential candidates.
- Interviewed potential participants to determine eligibility.
- Probed for relevant or appropriate information without influencing responses.
- Restated questions without altering meaning to facilitate participants' comprehension and collect high-quality data.
- Sought out and interviewed appropriate alternative interviewees when designated interviewees lacked necessary knowledge.
- Adhered to confidentiality rules and guidelines when interviewing others.

**HEAD CASHIER** 12/2019 to 11/2020

C-A-L Ranch | Chubbuck, ID

- Helped customers find specific products, answered questions and offered product advice.
- Trained new team members in cash register operation, stock procedures and customer services.
- Processed payments promptly for customers to exceed productivity standards.
- Helped with purchases and signed customers up for rewards program.
- Authorized discounts and special actions to resolve customer disputes and maintain satisfaction.
- Monitored checkout counters and self-checkout areas to assist with complex transactions.
- Resolved and balanced cash drawers at end of shifts to generate accurate reports for cash registers.
- Monitored cash drawers in multiple checkout stations to confirm adequate cash supply.
- Processed refunds for worn, damaged and broken merchandise.
- Directed trash removal and sanitation procedures to keep aisles and register area organized.
- Oversaw work of cashiers to identify strengths and weaknesses in customer service, payment processing or merchandising plans.
- Assisted with training new cashiers and customer service team members to increase speed of onboarding.
- Rotated and merchandised products at point-of-sale to improve impulse buy rate.
- Answered customer questions and provided store information.
- Established and enforced clear goals to keep employees working collaboratively.
- Provided ongoing training to address staff needs.
- Coordinated employee schedules according to shift changes and availability.
- Reviewed completed work to verify consistency, quality and conformance.

**JEWELRY SALES ASSOCIATE** 02/2016 to 03/2019

Hudson's Bay Company | Honolulu, HI

- Cleaned jewelry cases daily with glass cleaner and dusters to keep displays pristine.
- Welcomed customers, offered to help locate items and suggested merchandise without being intrusive or pushy.
- Followed store opening and closing procedures as per company guidelines.
- Restocked merchandise from inventory during downtime when items upfront became low.
- Processed merchandise returns and exchanges for customers to refund payments, trade items and offer store credit.
- Learned rolls of other departments to provide coverage and keep store operational.

## EDUCATION AND TRAINING

**Nursing Assistant Certification** 2018

Hagerstown Community College, Hagerstown, MD

**High School Diploma** 2015

Catoctin High School, Thurmont, MD

## WEBSITES & PROFILES

- <https://www.linkedin.com/in/Jessica-Claire-588394149/>