

# JESSICA CLAIRE

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## SUMMARY

HUMAN RESOURCES EXECUTIVE SUMMARY Human Resources professional with practitioner expertise in Hospitality, Entertainment, Gaming and Information Technology as well as Information Technology and Healthcare Executive Search Results-oriented Human Resources Director, possessing strong interpersonal skills, to create business partnerships, build trust with managers and employees, and promote a positive work environment and increased organizational effectiveness. Career growth within an organization to drive Human Resources forward as a Business Partner for Excellence, while applying 18 years of increasingly responsible roles in start-ups to high-growth organizations. Accomplished [Job Title] with [Number] years of experience leading human resources operations and organizational planning. Well-versed in employment laws, performance appraisals, salary structure and benefits program management. Seasoned expert at protecting company interests and building successful office culture to promote employee retention and performance.

## SKILLS

- Employee Relations Oversight
- Policy Improvement Recommendations
- Staff Compensation
- Administering Disciplinary Procedures
- Problem-Solving
- Labor Relations Coordination
- Compensation and Benefits Administration
- Dispute Mediation
- Conflict Resolution
- Exit Interviews and Processes
- Advising Department Managers
- Problem Solving
- Program Modification
- Regulatory Compliance
- Hiring and Onboarding
- Recruiting and Interviewing
- Accident Investigations
- Health and Safety Programs
- Performance Evaluation
- Records Maintenance
- Records Management
- Payroll Processing
- Employee Referral Programs
- Verbal and Written Communication
- Company Leadership
- Improving Organizational Standards
- Unemployment Claims
- Confidential Document Control
- Human Resources Department Processes
- Corrective Action Planning
- Human Resources Best Practices
- Employment Record Verification
- Payroll Management

## EDUCATION AND TRAINING

Harvard Extension School  
Cambridge, MA

*Master of Liberal Arts:* Industrial

- Organizational Psychology
- Additional Coursework in Introduction to Industrial / Organizational Psychology
- Organizational Behavior
- Intermediate Statistics
- 4.0 GPA
- Research: Pay Disparity Literature Review
- Colleague Letter of Understanding Thesis

University of California  
Los Angeles

*Bachelor of Arts:* Psychology

## EXPERIENCE

Hilton Worldwide - Director of Human Resources

Nashville, TN • 07/2017 - 05/2022

- Provided performance management, recruitment, disciplinary actions and terminations guidance to department managers
- Payroll Administration for up to 104 hourly-rate staff, in addition to 8 salaried staff, as well as seasonal work VISA/J1 employees, some multiple pay-rate, multiple department
- Worker's Compensation monthly, quarterly and year-end reporting, as well as claims management from injury to case closure
- Safety / Risk Management Committee manager, meeting proctor, agenda creation and task delegation, while keeping committee members on task
- Employee benefit administration and management including medical, dental, vision, disability and life policies
- Manage insurance Broker, provide census, obtain competitive bids and coordinate annual open enrollment
- 2019 medical, dental, vision renewal resulted in highest enrollee number in many years
- Managed uniform ordering and invoicing, as well as item distribution, payroll deduction and refund upon termination/resignation
- Drafted new, updated and maintained Policies and Procedures
- COVID-19 drafting, implementation and continual training compliance protocols
- Composed and managed disciplinary and termination actions
- Internal investigation management, including employee grievances, disciplinary actions and terminations
- Consistent maintenance of personnel files, assuring compliance, efficiency and confidentiality resulting in two violation free gaming audits
- Coordinated, facilitated and administered grievance and appeal processes, maintaining consistency with policies and procedures
- Responded in a timely manner to unemployment insurance claims, conducted hearings with 99% success rate in company's favor, resulting in experience rating reduction
- Managed Child Support and Wage Garnishment orders, including court filing/reporting
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- Recruited, selected, hired and on-boarded talent, including gaming and alcohol awareness cards, as well as
- Title 31 and Problem Gambling training for all gaming staff
- Created appealing job postings, attracting quality individuals
- Postings ranged from local/grass roots to universities across the nation, in addition to career fair recruitment including: UNR, Sierra Nevada College, Sierra College and iHire
- Job boards included: Craigslist, Indeed, Handshake and JobConnect, as well as flyer postings
- Advised General Manager on employee matters
- Conducted managers' meeting in General Manager's absence
- Senior individual on staff when General
- Manager was off-site, resulting in dual role.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Worked with department managers to assess needs.
- Facilitated delivery of HR services by establishing and maintaining positive relationships with teams and leadership across organization.
- Researched, identified and maintained knowledge of labor regulations, legal requirements and government reporting regulations.
- Developed and implemented hiring criteria and employment selection assessments to improve staffing quality.
- Tracked programs closely to assess usefulness and make proactive changes to meet changing demands.
- Devised and executed employee development, performance oversight, compensation and benefits programs.
- Created comprehensive orientation program to acquaint new employees with company programs, guidelines, policies and procedures.
- Designed employee performance evaluation process and merit program.
- Recruited and trained new employees to manage overall talent acquisition.
- Complied with local, state and federal laws and established organizational standards.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Developed job descriptions using targeted keywords and published job openings on company website and job boards.
- Met with current and leaving employees to conduct surveys and determine areas in need of improvement.
- Worked with HR department to devise and update policies as needed for corporate accountability and workplace health.
- Organized and maintained records to facilitate programs, events and activities.
- Devised training programs for new and existing employees.
- Regularly updated HR databases to reflect employee information, changes in benefits and other details.

Trinity Health Corporation - President

Sutherland, IA • 01/2014 - 07/2017

- Manage clients, including contract negotiation and drafting, understanding the specific requirements of each position and division within the client organization, as well as searching for and capturing the candidates, revamping the resume, interview preparation and debriefing for this health care search firm, placing individuals nationwide in hospitals, as well as senior care organizations.

Pega - Account Executive

Dulles, VA • 09/2012 - 11/2013

- Within three months of being hired, promoted from Recruiter to Account Executive
- Managed clients, including contract negotiation, taking detailed requirements for each position, and recruiting for and finding the candidates, revamping the resume, interview preparation, and debriefing for this search firm, which specializes in placement of individuals in healthcare.

CPI SOLUTIONS - Recruiter / HR Manager

City, STATE • 12/2007 - 04/2011

- Lifecycle recruitment of all talent, resulting in exponential cost savings
- Seven new hires within first four months with firm
- Established and managed the Human Resources division, demonstrating entrepreneurial character
- Established streamlined Indoctrination process, saving time and better preparing new hires
- Revised each division's Policies and Procedures, resulting in company-wide consistency
- Revised Employee Handbook with CEO and outside Counsel, integrating more detail to protect from potential lawsuits
- Integrated innovative talent acquisition processes, including on-line networking and cold-calling search techniques to attract and retain "A" level talent
- Effectively managed time and projects amidst a fast pace illustrating independence
- Designed and maintained web portal Human Resources page providing company-wide access to information producing a more informed and cohesive company
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- Managed Cisco Silver and Microsoft Gold Certification and training requirements within deadlines, ensuring compliance
- Established and managed new hire 30 day follow-up questionnaire and exit interviews, including departed employee's feedback for potential company improvement
- Managed COBRA filing within deadline, ensuring compliance
- Maintained salary spreadsheet, producing a quick reference for CEO and CFO
- Created and consistently audited health plan cost spreadsheet, providing CFO quick reference
- Managed and streamlined health and dental administration
- Established and managed account with national background company to efficiently screen all incoming new hires
- Established and managed account for cognitive ability assessment product administered to all on-site interviewees, while ensuring reliability and consistency of results.

## ACTIVITIES AND HONORS

Society for Human Resource Management - Member UCLA Alumni Association - Member Sierra Club - Member VOLUNTEERING Sierra Club Toiyabe Chapter - Executive Committee Sierra Club Tahoe Area Group - Executive Committee Political Group Central Committee - Member