

JESSICA CLAIRE

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SUMMARY

Human Resources Assistant with passion for performing support duties and process work within HR department. Skilled at multitasking, handling appointments, organizing and preparing reports and logs. Follows procedures and applies HR knowledge to accomplish tasks and duties. Performs variety of clerical and technical services and supports pre-employment, staffing, on-boarding processes and troubleshoots issues to meet company needs. Exhibits high level of discretion to handle sensitive and confidential information. Talented at training new hires, managing employee files and screening potential employees. Adaptable and willing to go extra mile and learn new tasks.

SKILLS

- Hiring and Retention
- Personnel Records Maintenance
- Affirmative Action Compliance
- Work Planning and Organization
- Explanation of Benefits
- Recruitment Oversight
- Problem-Solving
- Employee Interviews
- Critical Thinking
- Staffing Documentation Maintenance
- Relationship Building
- Processing Personnel Records Compilation
- New Employee Orientation
- Interpersonal Communication
- Time Management
- Personnel Documentation Verification
- Personnel Reports Preparation
- Microsoft Office
- Onboarding and Training
- Employee Data Record Keeping
- Performance Evaluations
- Verbal and Written Communication
- Understanding of HR Policies
- Labor Agreements
- Compensation and Benefits Administration
- Termination Procedures
- Company Policies and Procedures Training
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EXPERIENCE

- 06/2020 to 02/2023 **Human Resources Assistant**
Macias Gini & O'connell Llp – Sacramento, CA
- Created, organized and maintained employee personnel files to keep sensitive data secure.
 - Assisted with planning, organizing and coordinating company events.
 - Guided new hires through orientation and onboarding and explained documentation requirements to facilitate HR process.
 - Assisted candidates with application processes by answering questions about application, performing background checks, providing I-9 forms and handling drug screening paperwork.
 - Conducted employment verification and background investigation to facilitate hiring process.
 - Scheduled appointments, meetings and conferences with employees to discuss and mitigate personnel issues.
 - Posted job announcements and pre-screened applicants to candidates for available positions.
- 10/2019 to 04/2021 **Front Desk Receptionist**
Forward Air Solutions – Rochester, NY
- Handled payment processing and provided customers with receipts and proper bills and change.
 - Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.
 - Received incoming calls and coordinated with staff to fulfill customer requests.
 - Responded to inquiries and room requests made online, by phone and via email.
 - Signed for packages, recorded deliveries and distributed to personnel.
 - Drafted professional business documents, spreadsheets and correspondence.
 - Explained policies and procedures to visitors.
 - Preserved office security by following safety procedures and controlling access via reception desk.
 - Completed basic bookkeeping and document filing.
 - Answered multi-line phone system and managed calls by routing to proper extensions or taking messages.
 - Worked with housekeeping and maintenance staff to address and resolve building and room issues.
- 03/2016 to 05/2020 **Human Resources Assistant**
Macias Gini & O'connell Llp – Newport Beach, CA
- Created, organized and maintained employee personnel files to keep sensitive data secure.
 - Guided new hires through orientation and onboarding and explained documentation requirements to facilitate HR process.
 - Conducted employment verification and background investigation to facilitate hiring process.
 - Developed and maintained training materials and benefits packets for new hires.
 - Scheduled appointments, meetings and conferences with employees to discuss and mitigate personnel issues.
 - Posted job announcements and pre-screened applicants to candidates for available positions.
 - Partnered with HR on creative strategies for talent acquisition processes and procedures while researching market trends.
 - Guided employees through automated self-service platform for real-time attendance tracking and queries.
 - Worked with HR department to devise and update policies as needed for corporate accountability and workplace health.
 - Assisted candidates with application processes by answering questions about application, performing background checks, providing I-9 forms and handling drug screening paperwork.
 - Handled sensitive and confidential employee information with complete discretion.
 - Initialized background checks for potential new hires.
- 03/2008 to 10/2017 **CNA**
Mcguire Group Health Care Facilities – North Tonawanda, NY
- Assisted patients with shaving, bathing and oral hygiene to promote healthy habits and overall wellness.
 - Facilitated activities of daily living, personal hygiene management, feeding and ambulation.
 - Conducted routine checks on patient vitals, blood pressure, blood sugar and heart rate.
 - Exhibited compassionate care and communication regarding issues surrounding death and dying.
 - Managed and maintained patient rooms, shared-living areas and nursing stations.
 - Rendered hands-on nursing care under direct RN supervision, adhering to medical center policies and procedures.
 - Maintained accurate, timely flow of information by completing thorough patient records and updating healthcare team on patient status.

EDUCATION AND TRAINING

- 05/2021 **Certification: Human Resources Administration**
San Joaquin Valley College - Visalia, CA
- [Award] Recipient
 - [Semester, Year] - Honor Roll
 - [Semester, Year] - Dean's List
 - Graduated cum laude
- 02/2011 **Associate of Arts: Psychology**
Argosy University - Orange Cove, CA
- 06/2001 **Certification For CNA: Certified Nursing Assistant**
Allied Health Arizona - Arizona City, AZ