

Jessica Claire

Montgomery Street, San Francisco, CA 94105
(555) 432-1000 - resumesample@example.com

Professional Summary

SIGNATURE QUALIFICATIONS Strategy Development | Organizational Development |Talent Acquisition and Management |Employee Relations Workforce Planning and Management |Performance Management Process Improvement | Payroll/Benefits Administration

Skills

- ADP
 - Benefits
 - Billing
 - Coaching
 - Customer relations
 - Delivery
 - Employee relations
 - Forms
 - HRIS
 - Human Resources
 - Human resource
 - HR
 - Insurance
 - Leadership
 - Office
 - Negotiations
 - Employee Relations
 - Onboarding
 - Staff Management
- Payroll
 - Policies
 - Processes
 - Protocols
 - Recruiting
 - Recruitment
 - Reporting
 - RFP
 - Safety
 - Spanish
 - Staffing
 - Strategy
 - Strategic
 - Tax
 - Phone
 - Vendor relations
 - Performance Management
 - Employee Engagement
 - Talent Management

Work History

- 09/2018 to Current

Human Resources Business Partner
Maersk – Columbus, OH
 - Provides strategic human resources leadership and support to a staff of 255 employees.
 - Established HR as a strategic partner to the business, ensuring alignment of human resource initiatives with corporate goals and strategies.
 - Advises, counsels, and trains managers regarding employee relations, ensuring consistency and internal/external compliance when determining disciplinary actions and performance improvement plans.
 - Implemented and maintains Affirmative Action Plan for the division.
 - Collaborated with a local college to establish a no-cost training plan with \$140,000 worth of job-related courses for all staff members.
 - Manages payroll and benefit administration; performs reconciliations, administers garnishments, audits, updates tax notices, and completes VEVRAA filings.
 - Manages the Workers’ Compensation and accident management program; documents injuries and investigates, determines necessary trainings and communicates with insurance carrier as well as corporate regarding status of claims.
 - Utilizes ADP Workforce NOW for payroll and employee records maintenance.
 - Accomplishments:.
 - Implemented strategic recruiting strategies (LinkedIn, college resources, job fairs) to optimize retention and reduce turnover by 20%.
 - Reduced use of staffing agencies by 90%; provided training to managers in the areas of interviews, candidate evaluations and skills assessments as well as improved the onboarding process.
- 09/2015 to 09/2018

Human Resources and Payroll Administrator
Delta Solutions And Strategies – Minot, ND
 - Managed the human resources program and related strategic initiatives for a staff of 48 and one direct report.
 - Created, implemented, and provided training on policies and procedures consistent with industry best practices; new policies included attendance, cell phone, background checks/FFRCA notifications and drug testing.
 - Administered benefit plans through broker and vendor relations; negotiated annual renewal rates and changes, conducted open-enrollment and provided various forms of communication to staff (including interpreters for Spanish speakers) regarding changes.
 - Administered payroll in compliance with Davis-Bacon, mandated reporting as well VEVRAA filings.
 - Managed all employee relations activities, ensured disciplinary processes and terminations were handled consistently and in accordance with company policies and procedures.
 - Served as Safety Manager for construction worksites; maintained OSHA records/communication and provided safety trainings.
 - Handled all Workers’ Compensation claims and accident management; collaborated with the insurance carrier in management of the claims.
 - Managed workforce development and management plans; ensured alignment with company strategic initiatives and employee needs.
 - Accomplishments:.
 - Managed the RFP, selection, testing and implementation of a new HRIS program, Simple HR; consolidated processes and employee-related information.
 - Improved talent acquisition and retention strategies through use of electronic jobs postings, career fairs, and referral bonuses.
 - Prepared all human resource documentation, including new hire letters, employee contracts and corporate policies.
 - Answered employee inquiries regarding health benefits and 401k options.
 - Managed benefits enrollment by answering questions and aiding employees with login details.
 - Organized company-wide events designed to boost employee morale.
- 01/2007 to 01/2015

Human Resources and Payroll Director
Bethany Medical Center – City, STATE
 - Provided leadership of human resource activities for 265 employees and one direct report.
 - Ensured alignment of talent management programs with company strategy through trainings, employee engagement activities, and leadership buy-in.
 - Provided advice, counsel, and training to management in all areas of employee relations; improved management abilities to handle disciplinary issues as needed.
 - Performed full-cycle recruitment and talent acquisition through use of ATS, online job postings, career fairs and internships as well as managed the 90-day onboarding program.
 - Created and implemented policies and procedures; consolidated manuals for multiple sites into one; policies created included attendance, social media, technology, drug testing, and background checks.
 - Administered the benefits program including RFP process, rate negotiations, broker communications, mandated reporting and enrollments.
 - Payroll administration included bonus processing, 401k compliance/reporting, multiple payroll-cycles based on department, and contractor payments.
 - Partnered with management in the development and delivery of training initiatives and usage of HRIS and Electronic Medical Records (EMR) systems.
 - Accomplishments:.
 - Completed the RFP, selection, testing, training and data consolidation processes for two HRIS implementations; significantly reduced cost while ensuring service continuity and meeting the needs of staff.
- 11/2005 to 09/2007

Office Manager & Billing Specialist
Cranbrook Primary Care – City, STATE
 - Managed a medical staff team of seven staff members.
 - Administration of patient billing and insurance communications.
 - Create and implemented office procedures and policies including safety protocols and procedures, billing procedures for all patients and improved definition of processes.
 - Managed the performance and employee engagement programs for all staff; provided off-site activities for employees/families, as well as provided training and educational volunteer opportunities.
 - Provided coaching to management and staff in the areas of performance and customer relations.

Education

Master of Science: Human Resources Management
Southern New Hampshire University - Manchester, NH

Bachelor of Science: Business Administration With HR Concentration
Southern New Hampshire University - Hooksett, NH

Affiliations

Member – Society of Human Resources Management (SHRM) Member – Winston Salem Chapter of Society of Human Resources Management (WSSHRM)