

# JESSICA CLAIRE

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## EXECUTIVE SUMMARY

Proven strategic thinker with excellent analytical and problem-solving skills. Flexible and focused with expertise in recruitment and retention, executive coaching and consultation, risk management, mediation, staff training and development complex problem resolution. Skilled in developing and implementing HR strategies and initiatives aligned with overall business strategy.

## SKILLS

- Executive Coaching
- Strategic Thinking & Analysis
- Training & Development
- Employee Engagement
- Workforce Planning & Development
- Compensation
- Compliance
- Recruitment and Hiring
- Conflict resolution & Mediation

## EXPERIENCE

### Director of Human Resources, 11/2019 - Current

Gw Medical Faculty Associates – Reston, VA

- Liaised with HR management to devise and update policies based on changing industry and social trends.
- Monitored organizational compliance with federal, state and local policies and regulations.
- Maintained knowledge of regulatory changes, new trends and employment laws.
- Supervised employee hiring, selection and disciplining procedures.
- Prepared and administered annual department budget.
- Identified staffing and recruiting needs while applying best practices for talent management.
- Oversaw issuance of compensation, benefits and leave.
- Handled employee conflicts efficiently while following all company procedures.
- Worked with department managers to assess needs.
- Conducted exit interviews and recorded employee feedback for use in retention strategy development.
- Assured benefits program was administered properly sustain compliance with employee insurance guidelines.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Complied with local, state and federal laws and established organizational standards.

### Sr Human Resources Manager , 07/2017 - 11/2019

Aramark Corporation – Libertyville, IL

- Worked with department managers to establish performance evaluation and improvement processes.
- Developed plans to increase morale and engagement in order to improve job satisfaction and reduce turnover.
- Identified training needs and oversaw specialty workshops.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Held exit interviews and documented information discussed with employees.
- Created and implemented exit and interview program process.
- Worked with Talent Acquisition Specialists to establish consistent hiring practices.

### Director of Human Resources , 11/2015 - 07/2017

Gw Medical Faculty Associates – Germantown, MD

- Evaluated and updated compensation strategies to offer competitive employment packages and attract top-notch talent.
- Facilitated creation of delivery and learning experiences by reviewing business strategies and new learning technologies.
- Identified staffing and recruiting needs while applying best practices for talent management.
- Prepared and administered annual department budget.
- Monitored organizational compliance with federal, state and local policies and regulations.
- Oversaw strategic business decision-making to develop, enhance and enforce business mission.
- Provided organizational leadership and collaborated with executive partners to establish long-term goals, strategies and company policies.
- Developed and maintained strong business relationships between departments.
- Created program to promote new managers from within, leading to cohesive leadership structure.

### Director of Human Resources , 04/2009 - 11/2015

Highgate Hotels – Twenty-nine Palms, CA

- Conducted training for managers and supervisors in conflict resolution and employee management skills.
- Monitored organizational compliance with federal, state and local policies and regulations.
- Identified staffing and recruiting needs while applying best practices for talent management.
- Oversaw issuance of compensation, benefits and leave.
- Supervised employee hiring, selection and disciplining procedures.
- Facilitated professional development and certification activities for staff.
- Prepared and administered annual department budget.
- Handled employee conflicts efficiently while following all company procedures.
- Conducted exit interviews and recorded employee feedback for use in retention strategy development.
- Assured benefits program was administered properly sustain compliance with employee insurance guidelines.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Developed user-friendly employee handbook for easier updating and maintenance.
- Administered workers' compensation program covering injured employees.
- Devised training programs for new and existing employees.
- Created succession plans and promotion paths for staff to boost passion for reaching goals and objectives of organization.
- Created compensation and benefits structures to align with market conditions and budget demands.
- Tracked programs closely to assess usefulness and make proactive changes to meet changing demands.

## EDUCATION AND TRAINING

### Master of Science: Organizational Management And Leadership

Springfield College - Springfield, Mass

### Bachelor of Arts: Sociology

Temple University - Philadelphia, PA

## PROFESSIONAL AFFILIATIONS

Executive Director/Founder, Wynnefield Prep Academy 2020-present

Present SHRM Member

Board Member, Philadelphia Youth Basketball (PYB) 2015- 2019