

Jessica Claire

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SUMMARY

My objective is to contribute to my department and organization by implementing my skills and experience to be a great asset to my team and organization as a whole. I am looking for an organization that i can learn tremendously and grow as an individual and within the company.

SKILLS

- Active Listening
- Communication
- Computer
- Customer Service
- Interpersonal
- Leadership
- Management
- Problem-Solving
- Time Management
- Transferable
- LMS
- HRIS
- Google Suites
- Microsoft Office Suites

EXPERIENCE

LEARNING MANAGEMENT SYSTEMS ADMINISTRATOR 03/2019 to 01/2020

Ashley Furniture | Gilbert, AZ

- Learning and Development.
- Manage LMS (ComplianceWire) For Global R&D.
- Provide services to departments in their physical location but are responsible for assigned duties that support the business without regard to locale.
- Creation and assignment of training profiles; managing learning content within the system; creating and running applicable reports.
- Conduct work activities in compliance with all relevant regulations, ICH, PhRMA, CFR and ISO guidelines as well as all Allergan policies, and procedures.
- Routine contacts within and outside of Global R&D including Biologics, Clinical Development, Device, Drug Development Operations, Medical Affairs, Non-Clinical and Translational Sciences, Pharmaceutical Development, Pharmaceutical Sciences Strategy, Project Management & Planning, Quality Assurance,.
- Regulatory Affairs & Medical Writing, Research and Scientific Innovation, and Safety, and External interfaces that include: industry groups, various contract research organizations and other vendors or consultants.
- Assist with the onboarding process of newly hired employees utilizing (Workday Department, Learning and Development.
- Manage LMS (ComplianceWire) For Global R&D.
- Provide services to departments in their physical location but are responsible for assigned duties that support the business without regard to locale.
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- Regulatory Affairs & Medical Writing, Research and Scientific Innovation, and Safety, and External interfaces that include: industry groups, various contract research organizations and other vendors or consultants.
- Assist with the onboarding process of newly hired employees utilizing (Workday).

LEARNING MANAGEMENT SYSTEMS ADMINISTRATOR 07/2017 to 08/2018

Ashley Furniture | Marietta, GA

- Implement the new process of acquiring, storing and uploading job descriptions.
- Training Department, Learning and Development.
- Author, coordinate, and execute curriculum and training tasks for new hires and consultants.
- Work with a cross-functional team to develop training curricula and training material, such as quizzes.
- Update each departments Organizational Chart, showcasing all rankings and relationships of each position within all departments.
- Reviewing current Job Descriptions.
- Consolidating existing-
- Collate and merge the information onto the new template.
- Upload the new information into database.
- Revise Organization Chart.
- Analyze a specific database, scanning for all new employees and employees that require new training and/or curriculum, for their current or new position.
- Assists internal customers and training coordinators is resolving issues related to ComplianceWire.
- Support LMS (ComplianceWire) projects and initiatives that typically require extensive systems integration large teams and multiple technical platforms, with global implications.
- Create curriculum and training groups, for certification and recertification for new and current employees.
- Multiple contract extensions due to exceptional review and work ethic.
- Additional responsibilities, including manufacturing certification integrations pertaining to certain positions.
- Performs other duties assigned as needed.

ESCALATION SPECIALIST 09/2015 to 06/2017

Alloy | Remote, OR

- Project Management within the department, given by management and Consumer Support Reps.
- Activities Committee member, which delegates the team building and celebratory events in the department.
- In addition to the job description for Consumer Support Rep, I also take all escalations to determine the severity of the issue (Via Salesforce).
- I continue to take chats and calls, but I have also been designated to manage emails that are sent to our department, from consumers who weren't able to contact us via chat or telephone.
- Quick Resolution Team (QRT), assembled to act as admin assistants in the department, to acquire and analyze all escalations forwarded by our department, and others.
- Effectively deal with a variety of conflicting issues and diplomatically solve those issues.
- Promotion from Customer Service Rep.
- Listens to and fulfills consumer's product information needs and provides consumer perspective enhancing development of new products, programs and services.
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
- Technical and software support for Avery Design and Print.
- Template manipulation online and offline for consumers with software and product issues.
- Phone and online chatting assistance for labels, tags, dividers, and badges.
- Provide software solutions that help small businesses and consumers design online or download templates to digitally print labels, tags, dividers, badges and specialty card products.

RECRUITMENT ASSISTANT 06/2006 to 01/2015

Bryanigh Medical Center | Lincoln, NE

- Responsible for analyzing resumes that are submitted by candidates for hard to fill and entry level positions.
- Provide feedback to Recruiters, manage qualified in the RSS/Taleo System according to their status in the hiring process.
- Coordinate interviews with candidates and Recruiters.
- Administered several new protocols and formations to enhancing the recruitment experience, as well as, ensure a higher quality of customer service in order to make the hiring process more consumer friendly and time efficient for the recruiting staff.
- Responsible for managing all front desk functions including greeting visitors, directing high volume phone calls and walk-in inquires to appropriate personnel.
- While providing exceptional customer service to internal and external customers.
- Provide administrative support to the Recruitment and Human Resources Staff.
- Trained to support, execute and manage New Hire Onboard Screening, including I-9 and drug test verification.
- Work directly aside Recruiter and Recruitment Manager.
- Familiar with Benefits, Compensation, Tax information, FMLA, LOA, Workers Comp, and other employee relations.
- (PeopleSoft).
- Schedule and proctor qualified candidates for the Qualified Bilingual Staff (QBS) Program.
- Extract the current internal Union requisitions, and post them on the display board, for multiple locations daily.
- Experience with marketing/sourcing techniques to include: lead generation, internet, cold calling, college alumni.

EDUCATION AND TRAINING

Bachelor of Arts | Human Resources Management California State University - Bakersfield, Bakersfield, CA

- Bakersfield
- Bakersfield, Ca,
- Some college credits.

High School Diploma | General Education, Business Administration 06/2003 Norwalk High School, Norwalk, Ca

ACTIVITIES AND HONORS