

# JESSICA CLAIRE

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

## Professional Summary

Talented Senior Human Resources Generalist with extensive knowledge of benefits administration, compensation management, recruitment and all other areas of HR activities. Analytical and critical thinker with advanced communication and planning abilities. Enthusiastic HR Professional eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Motivated to learn, grow and excel.

## Skills

- Employee relations
- HRIS
- Human Resources Management
- Legal compliance
- Research
- Translator
- Team Leadership
- Data analysis skills
- Pre-employment screening
- Talent management
- Conflict resolution
- Training and development
- Benefits and compensation
- File and records management
- Benefits administration
- Recruitment/staffing
- Records maintenance
- Time management
- MS Office
- Accounts Receivables
- Accounts Payable

## Work History

### Sr. Human Resources Generalist, 11/2016 to Current

Core Mark – Saint Cloud, MN

- Administer CPL, FMLA, Military Leave and Unpaid leave notices and acknowledgments.
- Generate census reports (AAP, EEO).
- Communicate with vendors to resolve billing issues.
- Arrange travel itineraries in ordinance with government funding/ allowance.
- Created recruitment strategies to find best candidates for each opening.
- Developed strategies to increase employee satisfaction and reduce turnover.
- Reviewed benefits paperwork for accuracy and completeness.
- Played active part in annual negotiations with providers.
- Directed and controlled various benefit programs, including 401K, medical, dental and vision packages.
- Calculated deductions and disability payments.
- Managed continuous enrollment processes, as well as yearly enrollment periods.
- Resolved employment-related disputes through proactive communication.
- Represented organization at personnel-related hearings and investigations.
- Resolved understaffing issues, disputes, employee terminations and disciplinary procedures.
- Served as company representative at Seminars, and hiring events events to promote company objectives.
- Counseled leadership and offered actionable initiatives to increase knowledge of compliance-related issues addressing equal employment opportunity and sexual harassment.
- Reviewed job applications to identify, vet and recommend optimal candidates.
- Implemented process improvements to automate office operations, including record tracking.
- Assisted senior management with making key decisions by developing and submitting performance and compensation reports with status updates and improvement recommendations.

### Human Resources Generalist, 04/2016 to 08/2016

Aeg Worldwide – Detroit, MI

- Administer FMLA, CPL and unpaid status notices.
- Process terminations.

• Tracked candidates and pushed for feedback on disqualifications, time-to-fill statistics and other variables.

• Supported management in developing and implementing personnel policies and procedures.

• Offered fair and equitable compensation by comparing current salaries with market pay.

• Collaborated with review boards on management of discrimination complaints to facilitate risk mitigation.

• Managed all aspects of leave administration, including employee notifications and vendor management, disability programs and health benefits.

• Reviewed benefits paperwork for accuracy and completeness.

• Played active part in annual negotiations with providers.

• Directed and controlled various benefit programs, including 401K, medical, dental and vision packages.

• Calculated deductions and disability payments.

• Analyzed and modified compensation and benefits policies to establish competitive programs and comply with legal requirements.

• Resolved understaffing issues, disputes, employee terminations and disciplinary procedures.

• Administered compensation, benefits and performance management systems and safety and recreation programs.

• Represented organization at personnel-related hearings and investigations.

• Resolved employment-related disputes through proactive communication.

• Adjusted employee tax status along with information regarding withholding.

• Responded to employee questions and requests for information in timely and knowledgeable fashion.

• Reviewed personnel records to determine names, rates of pay, occupations of new hires and changes in wage rates.

• Maintained employee confidence and protected payroll operations by keeping information confidential.

### Assistant, Operations, 03/2012 to 04/2016

Boss Audio Systems – City, STATE

- Support C Level Management.
- Research and purchase products in which company has interest in for better procedures Maintain records of company's properties.

• Organize and delegate tasks and duties for company events Maintain inventory levels of office supplies.

• Build relationship and correspond with vendors regularly Translate documents for the Research & Development department.

• Maximized customer interactions by promptly identifying needs and wants.

• Managed customer relations and customer service through daily communication and interaction.

• Successfully communicated with all team members to navigate job duties and complete daily tasks.

• Assist with Accounts Payable and Accounts Receivables.

• Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.

• Maximized productivity by keeping detailed records of daily progress and identifying and rectifying areas for improvement.

• Educated new hires on company policies and procedures by designing and developing training program.

• Delivered friendly assistance with new hires throughout interviewing and hiring process.

• Recruited and screened qualified potential employees.

• Reduced workers' compensation claims by eliminating instituting corporate safety training program.

• Analyzed and modified compensation and benefits policies to establish competitive programs and comply with legal requirements.

• Performed various administrative functions, including filing paperwork, delivering mail, sorting mail, office cleaning and bookkeeping.

• Assisted with on-boarding process of new hires.

• Administered compensation, benefits and performance management systems and safety and recreation programs.

• Identified and resolved process issues to encourage smoother procedures, more efficient workflow and overall business growth.

• Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.

• Followed quality standards and procedures to minimize errors and maximize customer satisfaction.

## Education

### Certificate: Human Resources Management , 10/2019

University of Phoenix - Tempe, AZ

- Member of The Society for Human Resource Management (SHRM)
- Performance Management, Communication Processes, Compensation and Wage Structure, Support diversity, Classify Employees, Knowledge about Employment Law, Laws Against Sexual Harassment, Maintain organization in the department.

### Bachelor of Science: Business, Human Resource Management, 12/2019

University of Phoenix

### MBA: Business Administration, 07/2021

University of Phoenix - Tempe, AZ