

# JESSICA CLAIRE

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## EXECUTIVE PROFILE

Ambitious HR Administrator who creates strategic alliances with organization leaders to effectively align with and support key business initiatives. Builds and retains high performance teams by hiring, developing and motivating skilled professionals.

## CORE ACCOMPLISHMENTS

### Project Management:

- Initiated 30 day evaluation for drivers which resulted in a positive outcome.

### Human Resources:

- Spearheaded new hiring process which resulted in increased retention
- Handled all functions related to Human Resources
- Mentored and coached employees resulting in an increase in productivity

## SKILL HIGHLIGHTS

Word, Excel, Publisher, Power Point, E-Time, ADP,

• Public Relations

Kronos, Time Star, Well Site Management

• Labor Cost

Human resources

• Operations Start Up Performance Evaluation

Budgeting expertise

• Problem Resolution

Employee relations

Self-motivated

Customer-oriented

Leadership/communication skills

Staff Development

Staff Motivation

Staff Training

Strategic Planning

Training and Development

Employee Scheduling

Fast Learner

Human Resources Leadership

Interpersonal Skills

New Business Development

Administrative Skills

Bilingual

Change Implementation Communication Skills

Cost Reductions

## PROFESSIONAL EXPERIENCE

05/2014 to 10/2015 **Human Resources Administrator**

Crisis Services – Buffalo, NY

- Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Advise managers on organizational policy matters such as equal employment opportunity and sexual harassment, and recommend needed changes.
- Perform difficult staffing duties, including dealing with under staffing, refereeing disputes, firing employees, and administering disciplinary procedures.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Identify staff vacancies and recruit, interview and select applicants.
- Plan, direct, supervise, and coordinate work activities of subordinates and staff relating to employment, compensation, labor relations, and employee relations.
- Plan, organize, direct, control or coordinate the personnel, training, or labor relations activities of an organization.
- Administer compensation, benefits and performance management systems, and safety and recreation programs.
- Provide current and prospective employees with information about policies, job duties, working conditions, wages, opportunities for promotion and employee benefits.
- Analyze statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of organization's personnel policies and practices.
- Maintain records and compile statistical reports concerning personnel-related data such as hires, transfers, performance appraisals, and absenteeism rates.
- Conduct exit interviews to identify reasons for employee termination.
- Prepare personnel forecast to project employment needs.
- Develop or administer special projects in areas such as pay equity, savings bond programs, day-care, and employee awards.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.
- Keep track of leave time, such as vacation, personal, and sick leave, for employees.
- Compile employee time, production, and payroll data from time sheets and other records.
- Complete time sheets showing employees' arrival and departure times.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.
- Analyze employment-related data and prepare required reports.

08/2006 to 2014

**Human Resources Manager/Payroll Supervisor**

Belfor – Providence, RI

- Address employee relations issues, such as harassment allegations, work complaints, or other employee concerns.
- Analyze employment-related data and prepare required reports.
- Conduct exit interviews and ensure that necessary employment termination paperwork is completed.
- Conduct reference or background checks on job applicants.
- Confer with management to develop or implement personnel policies or procedures.
- Contact job applicants to inform them of the status of their applications.
- Develop or implement recruiting strategies to meet current or anticipated staffing needs.
- Hire employees and process hiring-related paperwork.
- Inform job applicants of details such as duties and responsibilities, compensation, benefits, schedules, working conditions, or promotion opportunities.
- Interpret and explain human resources policies, procedures, laws, standards, or regulations.
- Interview job applicants to obtain information on work history, training, education, or job skills.
- Maintain and update human resources documents, such as organizational charts, employee handbooks or directories, or performance evaluation forms.
- Perform searches for qualified job candidates, using sources such as computer databases, networking, Internet recruiting resources, media advertisements, job fairs, recruiting firms, or employee referrals.
- Prepare or maintain employment records related to events such as hiring, termination, leaves, transfers, or promotions, using human resources management system software.
- Provide management with information or training related to interviewing, performance appraisals, counseling techniques, or documentation of performance issues.
- Schedule or administer skill, intelligence, psychological, or drug tests for current or prospective employees.
- Schedule or conduct new employee orientations.
- Select qualified job applicants or refer them to managers, making hiring recommendations when appropriate.
- Coordinate with outside staffing agencies to secure temporary employees, based on departmental needs.
- Review and evaluate applicant qualifications or eligibility for specified licensing, according to established guidelines and designated licensing codes.
- Address employee relations issues, such as harassment allegations, work complaints, or other employee concerns.
- Analyze employment-related data and prepare required reports.
- Conduct exit interviews and ensure that necessary employment termination paperwork is completed.
- Conduct reference or background checks on job applicants.
- Contact job applicants to inform them of the status of their applications.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Process paperwork for new employees and enter employee information into the payroll system.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.
- Compute wages and deductions, and enter data into computers.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Process and issue employee paychecks and statements of earnings and deductions.
- Keep track of leave time, such as vacation, personal, and sick leave, for employees.
- Compile employee time, production, and payroll data from time sheets and other records.
- Distribute and collect timecards each pay period.
- Issue and record adjustments to pay related to previous errors or retroactive increases.
- Conduct verifications of employment.
- Complete time sheets showing employees' arrival and departure times.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Process paperwork for new employees and enter employee information into the payroll system.
- Compute wages and deductions, and enter data into computers.

02/2000 to 10/2005 **Office Manager**

Advanced Health Services – City, STATE

- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Open, read, route, and distribute incoming mail or other materials and answer routine letters.
- Complete forms in accordance with company procedures.
- Make copies of correspondence or other printed material.
- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
- Compose, type, and distribute meeting notes, routine correspondence, and reports.
- Learn to operate new office technologies as they are developed and implemented.
- Schedule and confirm appointments for clients, customers, or supervisors.
- Order and dispense supplies.
- Collect and disburse funds from cash accounts, and keep records of collections and disbursements.
- Coordinate conferences and meetings.

## EDUCATION

May 1981

**High School Diploma**

Calhoun High School - Port Lavaca, TX

May 1984

**Completed coursework towards Business**

Victoria Junior College - TX

## SKILLS

ADP, advertisements, benefits, charts, conferences, contracts, Make copies, counseling, clients, databases, database management, documentation, employee relations, equity, fax machines, fax, filing, firing, forms, funds, hiring, human resources management, human resources, Kronos, labor relations, letters, notes, materials, meetings, Excel, mail, office, Power Point, Publisher, Word, networking, office equipment, organizational, payroll, performance appraisals, performance

appraisals, performance management, personnel, phone systems, copiers, policies, postage machine, promotion, read, Maintain records, recruiting, safety, scanner, spreadsheet, staffing, take messages, telephone, telephones, employee

handbooks, type, word processing