

JESSICA CLAIRE

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Professional Summary

Dedicated Human Resources professional offering 3 years of success in benefits administration, employee relations and performance management. In-depth understanding of policy implementation, affirmative action guidelines and employment law compliance. Strong leader with proven problem solving and conflict resolution skills.

Skills

- Work Complaint Handling
- Networking and Partnership Development
- Harassment Investigation
- Performance Appraisal
- Affirmative Action Guidelines
- Equal Employment Opportunity (EEO)
- Microsoft Internet Explorer
- Employment Data Tracking
- Adobe Systems Adobe Photoshop
- Applicant Qualification
- Microsoft Office
- Recruitment Management
- Adobe Systems Adobe Dreamweaver
- Microsoft SharePoint
- Employee Orientation
- Google Analytics
- Retention Program Development
- Leave of Absence Transitions
- Americans with Disabilities Act (ADA)
- Policy Interpretation
- Candidate Searching
- Management Consulting
- In-Person and Telephone Interviewing
- Transfer Coordination
- Promotion Coordination
- Employment Recordkeeping
- Advertising Techniques
- Microsoft Dynamics
- Google Drive
- Industry-Specific HR Regulations
- Policy and Procedure Writing
- Termination Documentation
- Employee Hiring
- Tax Software
- Human Resources Management Systems
- Employee Recognition
- Managing Employee Relations
- Judgment and Decision-Making
- ADP Workforce Now
- Analytical and Critical Thinking
- Wages and Salary
- Time Management
- Corporate Recruiting
- Eligibility Determinations
- Learning Strategies
- Job Specifications
- Kronos Timekeeping
- Critical Thinking
- Employee Relations Investigations
- Benefits Administration
- Coordination
- Monitoring

Work History

Human Resources Generalist, 05/2019 to Current

Tech Air – Danville, VA

- Implemented and supervised orientation procedures for new hires.
- Provided guidance to managers and employees on talent management, payroll, FMLA, and benefits.
- Facilitated criminal background check process for new hires.
- Met with staff to resolve difficult situations related to performance and conflict management.
- Liaised with HR and payroll to coordinate and manage employee leaves of absence.
- Handled new-hire orientation and basic recruiting tasks for best-in-class talent identification.
- Coached managers through employee engagement, documentation, discipline and performance improvement plans.
- Developed and enforced company policy and procedures relating to human resources activity.
- Conducted career fairs, screened resumes, and interviewed applicants to build candidate pipelines and enhance company culture.
- Conducted confidential investigations of discrimination, harassment and workplace violence.
- Collaborated with payroll to complete and upload pay data and worked with managers to support proper wage and hour compliance.
- Understood, interpreted and mediated human resources inquiries to support administration of human resources policies, procedures and programs.
- Processed unemployment claims and acted as company representative at unemployment hearings.
- Explained and administered medical insurance, disability and flexible spending accounts.
- Coached and educated management throughout organization on appropriate guidelines for maintaining legally-compliant workplace.
- Provided advice to leadership on implementation of HR policies and procedures, collective bargaining and union agreements and business rollouts.
- Managed employee rewards programs.
- Improved quality of hiring decisions by working with hiring managers on new comprehensive employment selection processes.
- Worked cooperatively with collective bargaining union representatives and management to establish accurate job position descriptions, classifications, pay grades and compensation.
- Shadowed employees to determine accurate description of duties and skills required for each position.
- Conducted salary survey research for both exempt and non-exempt positions.
- Implemented company's first sourcing tracking system.
- Facilitated initiative to address disparities in hiring racial and ethnic minority applicants.
- Delivered strategic workforce planning, benefits administration, labor relations, succession planning and reporting systems.
- Built comprehensive employee recruiting strategy.

Loss Prevention Associate, 08/2017 to 05/2019

Baldor Food – Jessup, MD

- Consulted with store managers on bases to perform loss investigations.
- Prepared reports for clients and underwriters regarding property loss features and recommendations for improvement and future needs.
- Increased company understanding of loss control strategies through on-site client training seminars and implementation of new programs.
- Provided loss control reporting for prospects and clients.
- Built strong partnerships by gaining customer trust for implementation of viable loss control strategies.
- Introduced and implanted viable loss control strategies by maintaining strong partnerships and trust with customers.
- Worked with clients and risk management specialists to provide meaningful solutions that met client needs.
- Completed loss control surveys for underwriting information and evaluation.
- Established solid client base by identifying company resources, determining client risk factors and promoting solutions that alleviated risk potential.
- Provided meaningful solutions by garnering teams of risk management specialists to meet client needs.
- Enhanced training processes for both clients and departments to increase overall functionality.
- Identified company resources, determined client risk factors and promoted solutions to establish solid client base.
- Built solid client base by identifying company resources, determining client risk factors and delivering risk management solutions.
- Developed and launched on-site client training seminars to foster understanding and implementation of loss control strategies.
- Developed and presented training programs for clients and departments within company.
- Coached and counseled new engineers in client risk management and internal underwriting issues.

Sales Associate, 07/2015 to 08/2017

Chico's Fas, Inc. – Torrance, CA

- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- Provided positive first impressions to welcome existing, new and potential customers.
- Helped customers locate products and checked store system for merchandise at other sites.
- Answered customer questions regarding sizing, accessories and proper care for merchandise.
- Engaged with customers to effectively build rapport and lasting relationships.
- Prepared merchandise for sales floor by pricing or tagging.
- Solved customer challenges by offering relevant products and services.
- Increased sales by offering advice on purchases and promoting additional products.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Processed product returns and assisted customers with other selections.
- Achieved perfect attendance and on-time record.
- Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.
- Trained and developed new hires in company processes, product knowledge, customer service and selling techniques.
- Completed orders and organized product deliveries to meet customer timetables.
- Loaded and unloaded merchandise using ladder and pallet jack.
- Evaluated inventory and delivery needs and optimized strategies to meet customer demands.
- Prepared large cash deposits with zero discrepancies.
- Worked alongside retail representatives to enhance product presentations and advertising collateral.
- Applied security and loss prevention training toward recognizing risks and reducing store theft.
- Developed, marketed and sold full range of products and support services.

Education

Bachelor Of Applied Arts: Human Resources Management, 05/2017
Jackson State University - Jackson, MS