

JESSICA CLAIRE

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SUMMARY

Talented Human Resources Manager driven to address policy implementation and change management with creative and innovative approach. Flexible and focused with expertise in recruitment and retention, mediation, staff training and development and complex problem resolution. Develops and implements HR strategies and initiatives aligned with overall business strategy.

SKILLS

- Training development
- Employee engagement
- Employee relations
- Employee handbook development
- Staffing and recruiting professional
- Conflict resolution
- Payroll administration
- Human resources operations
- MS Office
- Data management
- Relationship building

EXPERIENCE

10/2019 to Current HUMAN RESOURCES MANAGER

Qvc, Inc. – Martinsville, VA

Accomplishments:

- Recognized as innovative and subject matter expert for creating first 100% virtual onboarding and online training program for hourly employees.
- Implemented a communication and engagement program, which resulted in 90% retention rate of hourly staff working reduced hours or placed on standby for 17 months.
- Created workplace injury program that was adopted by all Sodexo units in the Northwest region, and resulted in zero workers' compensation claim errors for our unit.
- Awarded Division Extraordinary Efforts Award in Nov. 2020.

Responsibilities:

- Manages human resource functions and administration for a team of 140 team members working at Lake Washington School District sites.
- Assists leadership in developing and implementing new policies and procedures.
- Investigate and resolve employee issues and recommend resolutions, based on policy, as appropriate.
- Educate managers and employees on HR policies, plans, programs, practices, processes, and tools.
- Maintains records and reports necessary to comply with company, government, and accrediting agency standards.
- Oversee fact-finding investigation activities related to internal and external inquiries, complaints, and concerns and prescribe an appropriate remedy to resolve complaints or concerns.
- Provides compassionate coaching and mentoring that includes developmental plans, training, resources, and opportunities.
- Oversees full-cycle recruitment and on-boarding of hourly employees.

12/2018 to 10/2019 REGIONAL BUSINESS OPERATIONS MANAGER

Aspen Technology – Houston, TX

ACCOMPLISHMENTS:

- Recognized with record-setting sales in 5 of the 12 YOY months.
- Led team to 19% overall gain in sales compared to 2018 through strategic focus on customer service, account management, and relationship building.
- Reached profit margin growth of 8%.
- Promoted from Business Operations Manager to Regional role. Supervised regional business operations for a service company providing temporary and permanent hospitality staff for special events and corporate locations in Seattle and Denver.

RESPONSIBILITIES

- Oversaw staffing levels, tracked operational goals and established standard operating procedures.
- Led daily office operations, researched revenue opportunities, and monitored profit margin.
- Hired, onboarded, and collaborated with regional management to achieve hiring objectives and complied with HR policies and federal and state laws.

- Conducted fact-finding investigations for conflict resolution and disciplinary actions.

- Secured new customers through weekly cold calling, networking, and lead follow-up.

- Presented in weekly/monthly manager calls with regional teams to discuss profits, progress to goals, and areas of improvement.

- Assisted with ongoing company and department training to ensure standardized levels of service across the region.

04/2017 to 12/2018 BUSINESS OPERATIONS MANAGER

Verizon Communications – Grand Prairie, TX

- Supervised office operations, completed accounting duties, oversaw HR administration and led sales/marketing efforts.

- Recruited, hired, and trained new staff to support event services.

- Set high standards for customer service and work performance and partnered with the executive team to develop short- and long-term business plans and financial objectives.

- Built and maintained relationships with new and existing customers for customer satisfaction and retention.

- Provided information to prospective customers on the company's service line and pricing.

- Tracked revenues, profitability, and pricing to ensure business growth.

- Selected Accomplishments:

- Cultivated strategic relationships and increased office and field staff performance, which resulted in a 390% increase in net profit since being established in 2014.

- Onboarded, trained new office team and led development of online training courses for field staff.

- Increased active staff counts recruiting via social media, social networking, targeted outreach, and through the use of multiple employment job boards.

05/2004 to 10/2013 LEARNING EVENTS MANAGER

Sodexo – City, STATE

SELECTED ACCOMPLISHMENTS:

- Implemented and maintained company's Learning Management System in award-winning Talent Development department.

- Received highest possible customer satisfaction scores on surveys and yearly reviews.

- Effectively built, trained, and led support team which successfully executed 160 annual events with zero employee turnover.

- Suggested alternative menu, audio visual, and event locations which saved company \$250,000 for higher quality products/events.

- Provided leadership and oversight of \$2M training events program with 100+ multiday training events.

- Developed agendas and training materials for webinar training sessions for Learning Management launches and new hire orientation.

- Created and tested processes for registration and management of enrollment in department's initiatory implementation of LMS.

- Analyzed data from survey metrics to identify, develop, and implement course and customer service improvements.

EDUCATION AND TRAINING

Bachelor of Fine Arts: Graphic Design

Academy of Art University - San Francisco, CA

CERTIFICATIONS

- SHRM Certified Professional (SHRM-CP) IN PROGRESS
- Certified Meeting Professional, Events Industry Council - 2010