

JESSICA CLAIRE

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SUMMARY

Detail-orientated Human Resources Manager with experience in Payroll and Human Resources Employee Relations. Excellent time management skills and problem-solving skills. Ability to make independent decisions and team-player. Seeking position for a Human Resources Generalist or Recruiter position.

SKILLS

- Payroll administration
- Employee engagement
- Compliance
- Recruitment and hiring
- People skills
- Staffing and recruiting professional
- Microsoft Office
- Communication
- Organization
- QuickBooks
- Leadership and Management
- Customer Service
- Applicant Tracking System
- HIPPA for Human Resources Professional
- ADA Title I
- CHRO Sexual Harassment Prevention Training
- Conflict resolution
- Multitasking
- Employee relations
- Working collaboratively
- Time management

EXPERIENCE

- 08/2021 to Current **Human Resources Manager**
Ols Hotels & Resorts – West Hollywood, CA
- Writing term letters and arbitration letters.
 - Managed full-cycle human resource operational activities to maximize HR employee performance.
 - Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
 - Organized and maintained payroll information by entering data, deleting errors, calculating and collecting information.
 - Gathered timesheets to prepare weekly payroll data for processing by payroll coordinator.
 - Maintained records of personnel documents, including payroll forms, leave notifications, employee files, benefits information and workers' compensation files.
 - Conducted background checks, reference checks and employment verification.
 - Conducted employee hiring and exit interviews.
 - Researched employee relations issues and conducted meetings with employees and supervisors.
 - Coordinated training schedules and filed crucial administrative paperwork.
 - Assisted customer service with inbound and outbound calls regarding human resources inquiries.
- 02/2014 to 08/2021 **Medical Technologist**
Catholic Health Initiative – Grafton, ND
- Consulting with staff at other medical facilities, to resolve complex serologic problems and providing special units to transfusion recipients.
 - Performing maintenance, repair and validation of laboratory equipment.
 - Managing reagent inventory ordering, receiving, inspection and preparation.
 - Performing and interpret independent basic and complex donor and/or patient testing procedures and complete required quality control, as appropriate to state and federal regulations.
 - Recognize testing irregularities, identify the cause, determine the solution and resolve the problem or refers it to the appropriate level.
 - Maintain, edit and review computer and manual records to assure accurate record keeping.
 - Maintain accurate, legible and complete records.
 - Provided medical technology information by answering questions and requests.
 - Maintained lab equipment and troubleshoot instrument problems.
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 - Monitored workflow and schedules to ensure timely delivery.
 - Developed effective scheduling processes to achieve production objectives.
 - Managed schedules of team of 7 personnel to keep shifts properly staffed.
 - Investigated safety incidents and drafted reports detailing results.
 - Assessed and responded to risks and quickly resolved issues to promote safe and productive workplace.
 - Responded to emergency situations in most efficient, effective ways possible.
 - Examined hazardous incidents and accidents to uncover causes and provided corrective actions.
 - Quickly responded to and resolved issues to keep workplace safe and secure for all personnel.
- 07/2013 to 01/2014 **Medical Technologist Generalist**
Quest Diagnostics – Blue Ash, OH
- Analyzed specimens by means of approved testing procedures.
 - Demonstrated ability of working independently, virtually error free and during heavy workload.
 - Interpreted results and related them to the clinical history of the patient.
 - Conducted multiple tests at once using automated equipment and computerized instruments.
 - Reviewed test results to confirm accuracy and diagnosed causes behind irregular findings.
 - Planned and carried out regular maintenance on equipment by following procedures and manufacturers' guidelines.
- 09/2010 to 05/2013 **Lab Assistant**
Northland Laboratories – Chicago, IL
- Handles and prepare laboratory specimens for testing and transport.
 - Provided supervision for weekend teams.
 - Multi-tasked and able to assist co-workers with questions that arise.
 - Sanitized workstations and instruments to avoid cross-contamination.
 - Expertly procured and processed specimens for laboratory staff.

EDUCATION AND TRAINING

- 06/2009 **Bachelor's Degree: Biology, Medical Lab Science**
State University of New York, Quinnipiac University - Albany Albany, Hamden, NY, CT
- 05/2012 **Master of Science: Clinical Laboratory Science**
Quinnipiac University - Hamden, CT
- 05/2013 **Certification in Clinical Laboratory Science**
University of Hartford