

Jessica Claire

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Summary

Experienced Human Resources professional with a comprehensive understanding of HR functions as they pertain to a corporate setting. Excellent track record of providing superior customer service with the ability to diffuse and please dissatisfied employees. Proactive with problem solving skills when faced with outdated and inefficient processes and procedures. Ability to easily adapt to change and continuously working to improve efficiency in all areas. Sound decision maker using a mixture of knowledge, experience, and analysis. Partner to senior leadership on strategic planning supporting corporate objectives.

Skills

- Compliance
- Employee engagement
- Payroll administration (ADP)
- Employee relations
- Benefits administration
- Training development
- Leadership development
- Recruitment and hiring
- Time management
- Team management
- Microsoft Suite of Software: Word, Excel, PowerPoint, Teams
- Decision-making
- Critical thinking
- Performance Management

Experience

Human Resources Manager, 10/2020 to Current
Breakthru Beverage Group – Grand Junction, CO

Accomplishments

- Provide employee relations support for both salary and hourly customer groups
- Develop and implement HR strategies and initiatives that align with business initiatives
- Ensure all Human Resources operations adhere to legal standards
- Recruit, interview, select, and onboard new employees
- Manage Safety, Workers Compensation, and Employee Engagement programs
- Oversee and support development of training programs, maintain training documentation
- Build and maintain effective working relationships with employees at all levels of the organization
- Key contributor in continuous improvement initiatives
- Administer short term disability, Family and Medical Leave, and other leaves of absence
- Conduct thorough and confidential investigations
- Work with department leaders providing guidance and assistance on HR matters
- Process weekly payroll using ADP
- Verification of employment
- Open enrollment and benefits administration
- Identified and corrected areas of noncompliance within current file structure
- Revised time off request process to be more efficient and reduce redundancy
- In-process: converting paper files to electronic for easy retrieval and secure storage
- Through internal audits, identified gaps in workflow and processes
- Facilitate strategies planning through effective partnerships with leaders.

Human Resources Manager, Current to Current
Breakthru Beverage Group – Greenville, SC

- Provide employee relations support and all day-to-day human resources functions for 400 employees at two facilities supporting business objectives and best practices including benefits and leave requests. Provide backup and support for other employee relations managers at 3 other locations
- Lead investigations for complaints and alleged policy violations in a timely manner
- Coach, develop, and provide support and training to plant leadership in all aspects of employee relations, discipline, performance management, policies, and procedures
- Lead, or participate as a team member, in continuous improvement projects to eliminate waste within the human resources department as well as other areas of the business
- Respond to requests for separation information in processing unemployment claims and EEOC complaints
- Support recruiting and hiring initiatives and orientation
- Coordinate monthly employee communication meetings
- Special projects chairperson

Accomplishments

- Increased participation in employee engagement survey by 36%
- Lead successful United Way and Food Drive campaigns
- Identified and corrected misadministration of FMLA process
- Led initiative to align discipline levels across all sites in the Carolinas

Human Resources Generalist, Current to Current
Maximus, Inc. – Boise, ID

- Leadership role in recruitment, selection, performance management and career development for all levels of employees
- Design Human Resources procedures keeping in line with Human Resources policies, make recommendations for policy improvements, and ensure implementation and compliance
- Provide leadership and expertise for the full scope of Human Resource functions
- Maintain close relationship with contract Professional Employer Organization (PEO)
- Career development and succession planning
- Payroll processing
- Facilitate communications throughout the company
- Affordable Care Act (ACA) reporting and compliance

Accomplishments

- Revised employee handbook
- Implemented safety policies and engaged supervisors in enforcing safety policies for personal protective equipment company wide
- Electronic personnel file system and centralized location for department documents and policies to reside
- Revised vacation and time keeping practices to increase payroll processing efficiency
- Updated and documented pay and bonus structures

Human Resources Generalist, Current to Current
Maximus, Inc. – Brooklyn, NY

- Recruit for all levels and positions, review applications and schedule applicant interviews, submit and control documentation for post offer/pre-employment screenings including engineering, project management, mid- and senior-level managers, administrators, and skilled tradesmen
- New Hire Orientation and Onboarding – Review safety information, new hire paperwork for completeness and accuracy, including tax and benefits enrollment forms
- Benefits coordination and administration – Bi-annual meetings to discuss benefits questions (e.g. open enrollment, special enrollment rights), manage all benefits documentation, enrollments, cancellations, initiate COBRA notifications, 401k administration, wellness program participation
- Assist employees with leaves of absence including personal leaves of absence, short term and long term disability, and FMLA
- Assist with development and administration of Human Resources procedures and policies
- Training and career development
- Responsible for verification of employment, income verification, and unemployment claims processing
- Partner with Safety department ensuring safety programs and policies are up to date, implemented and followed
- Proactively provide guidance with employee relations
- Affordable Care Act (ACA) reporting and compliance

Education and Training

Bachelor of Arts: Criminal Justice
UNC-Wilmington - Wilmington, NC

Human Resources Generalist
Central Piedmont Community College - Charlotte, NC

Certifications

- SHRM Certified Professional (SHRM-CP)
- Professional in Human Resources (PHR)