

# JESSICA CLAIRE

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## SUMMARY

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

## HIGHLIGHTS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

## EXPERIENCE

### **Human Resources Manager**, 01/2014 - 08/2015

#### **Rich Products Corporation**

- Recruiting and staff development, liaising with my recruitment team on salary levels for exciting and prospective staff consistent with organization market conditions and policies Ensured compliance with company-wide policies and procedures Employee onboarding and orientation, needs assessments and training Employee relations; grievance hearings, Board of Adjustments, and Union contract negotiations for 8 separate Locals Conducted investigations then took appropriate steps for resolution Provided guidance and advice to managers on grievances, attendance, disciplinary, and performance issues Investigated employee complaints and acted accordingly to resolve them Knowledge of SAP, Lotus Notes, and Taleo.

### **HR Generalist/US Office Administrator**, 04/2012 - 04/2014

#### **Chenega Corporation**

- Provide prioritization, planning, and coordination of the HR department, including recruiting, writing job descriptions, redesigning the HR policies and procedure manual, new employee orientation, and maintaining all employee records.
- Handle full cycle recruitment of all open positions HRIS Software knowledge Managed the on-boarding process including I-9 verification, new hire orientation, and drug screening U.S.
- Manager for 7 sites across the USA.
- I oversee all aspects of operations which include budget analysis, performance reviews, safety reviews, EPA inspections, project management, operational efficiency and effectiveness, policy writing, and coordinating contractors.
- Direct supervisor of the administrative staff.
- Responsible for monitoring and controlling operating expenses and identifying areas of cost savings.
- Planned and organized special events and worldwide workshops Worked closely with an HR contractor with regards to Workers Comp claims, and employee allegations/complaints and performed investigations Administered performance review program.

### **Site Manager**, 02/2008 - 03/2012

#### **Freedom Mortgage**

- Manage daily operations for the Call Center at the VA Medical Center including 24/7 staff scheduling and staffing needs depending on call volume Personnel management including recruiting, hiring, training, supervising, disciplinary action, evaluating, and counseling.
- Maintain related personnel documentation and payroll and benefit reimbursement records as well as interfacing regularly with Project HIRED payroll Experienced in ADP Payroll application Manage all functional activities associated with Call Center related to answering phones, routing, and connecting all incoming calls; responding to code and other emergency calls including coordinating with VA police and dispatching response teams; responding to patient inquiries for information and scheduling assistance as indicated Responsible for employee training and coaching Responsible for adherence to federal contract requirements including Ability One guidelines for severely disabled persons Evaluate office operations, monitor trends, and implement changes to improve operations Implemented customer service standards with regards to courtesy, accuracy, and accountability.

### **Escrow Processor**, 08/2005 - 01/2008

#### **Financial Title Co**

- Managed the entire real estate closing process, including compliance with real estate contracts, lender instructions, title requirements, company requirements and other written instructions Collaborate with title department to resolve title issues such as legal descriptions, easements, lot splits, vesting, all tax liens, abstracts of judgments, bankruptcies, boundary disputes, encroachments, list pendants, etc.
- Prepare all closing documents necessary to ensure title insurance is issued at closing Oversee the issuance of checks, bills and statements, receipts, and any other documents needed to ensure customer satisfaction Conduct escrow closings with customers, realtors, lenders, and attorneys Prior to disbursement, confirm all funds are collected, all appropriate documents are checked for accuracy, signatures are collected, and acknowledgements and legal descriptions are correct Collect all taxes due, HOA dues, and any delinquencies and/or principal and interest Ensure all payoffs have been collected, mailed, delivered or wired according to instructions.

## EDUCATION

### **Masters of Science: Legal Studies**, 2011

#### **Kaplan University - Fresno, CA**

Legal Studies

### **Bachelor of Science: Business Management**, 2006

#### **University of Phoenix - Fresno, CA**

Business Management Strategic Management Personnel Planning and Selection Organizational Decision Making Compensation and Performance Appraisal Business Data Communications Ethnic Relations Staffing and Selection

## SKILLS

Administrative, ADP Payroll, budget analysis, Call Center, closing, coaching, contract negotiations, contracts, counseling, customer satisfaction, customer service, Data Communications, Decision Making, dispatching, documentation, Employee relations, employee training, special events, functional, funds, hiring, HRIS, HR, insurance, legal, Lotus Notes, market, office, Organizational, payroll, performance reviews, Performance Appraisal, Personnel, Personnel management, police, policies, project management, real estate, Recruiting, recruitment, routing, safety, SAP, scheduling, staff development, Staffing, Strategic Management, supervisor, supervising, tax, taxes, answering phones, workshops, written