

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105 • Home: (555) 432-1000 • Cell: • resumesample@example.com •

Summary

HUMAN RESOURCES MANAGER Extensive background in administrative duties, including experience in implementing staff development and training, mediation, conflict resolution, benefits and compensation training, HR records management, HR policies development and legal compliance. *Demonstrated success in, developing teambuilding programs, and writing personnel manuals, coordinating special programs, job descriptions and online State Mandated Training.

Highlights

- University Events/Special Programs
- Prepare Agendas
- FMLA/ADA/EEO/WC
- Mediation & Advocacy
- HRIS Technologies TESOL Teacher for University staff
- Employee Relations
- Web Design using RedDot and Sharepoint
- HR Program/Project Management
- Microsoft Office Suites Orientation & On-Boarding
- Training & Development
- Performance Management
- Organizational Development
- HR Policies & Procedures
- Publisher/InDesign/Quark

Accomplishments

- Enjoy 5k Runs/Walks OF NOTE Professional Development: Complete ongoing training in the areas of compensation and benefits, employee and labor relations, leaves of absence, customer service, supervisory training, and workplace safety/security.
- Created publications and advertisements for TWU and THEHRA conferences.
- Invited as guest speaker for Staff Development Days on the TWU Houston campus and several affiliated conferences.
- Developed online State Mandated Training for TWU employees.

Experience

HR Manager, 01/2007 to Present

Advent Software â€” Kansas City, MO,

- Perform professional administrative work involving the development, administration, and coordination of a comprehensive series of training and development opportunities for University staff and faculty.
- Work is performed with considerable independent judgment and wide latitude under the limited supervision of the Director of Human Resources Professional Services.
- Key Results: Perform professional administrative work involving the development, administration, and coordination of a comprehensive series of training and development opportunities for University staff and faculty.
- Implementation of TESOL program (Teaching English to Speakers of Other Languages).
- Conduct exit interviews with staff employees and develops procedures for resolving problems discovered through exit interviews.
- Responsible for implementation, maintenance and training for the Staff Performance Evaluation System.
- Coordinate Service Awards, Staff Awards and Retirement Recognition programs.
- Responsible for the coordination of New Employee Orientation.
- Maintain the calendar plan for scheduling special events, training schedules and New Employee Orientation schedules.
- Web spinner for Human Resources & Newsletters using RedDot and Sharepoint.
- Responsible for establishing job standards for subordinate staff and effectively evaluation staff under charge.
- Manage and prioritize additional tasks that have been assigned by Associate Vice President.

HR Representative III, 01/2001 to 01/2007

UNIVERSITY OF NORTH TEXAS â€” City, STATE,

- Promoted to fulfill a broad range of HR functions, including training employees on newly implemented PeopleSoft Time and Labor module, administering their FMLA program, and managing HR records.
- Key Results: Trained over 250 time keepers on time keeping techniques and best practices, conducting workshops and one-on-one coaching sessions that contributed to a successful implementation of PeopleSoft.
- Leadership Development Training for faculty and staff.
- Translated and facilitated training in Spanish.
- Designed and refined course material to the needs of specific departments Assisted in coordination of special programs/events.

Restaurant Manager & Trainer, 01/1993 to 01/2001

MERCADO JUAREZ – City, STATE,

- Responsible for the overall business performance of managing the restaurant and training all new employees.
- Key Results: Encouraged guest's satisfaction.
- Special Events Responsible for hiring and training wait staff, bar staff and kitchen staff.
- Translated and facilitated training in Spanish.
- Designed and refined training material to the needs of specific areas.
- Assisted in maintaining the quality and standard of food, health, service and safety.

Education

Bachelor of Science (BS): Sociology, 1999

TEXAS WOMAN'S UNIVERSITY - Denton, TX

GPA:

Sociology

Affiliations

Society for Human Resource Management (SHRM) North Texas Society for Human Resource Management (NTSHRM) Texas Higher Education in Human Resources Association (THEHRA) International TEFL and TESOL Training membership (ittt) Denton High School Girls Softball Association

Skills

ADA, ADMINISTRATIVE SKILLS, administrative, coaching, Employee Relations, training employees, English, Special Events, hiring, HRIS, Human Resources, HR, InDesign, Leadership Development, Director, managing, Mediation, Microsoft Office Suites, Publisher, Sharepoint, Newsletters, Organizational Development, PeopleSoft, Performance Management, Policies, Project Management, quality, Quark, managing the restaurant, safety, scheduling, Spanish, supervision, Teacher, Teaching, training material, Web Design, workshops