

JESSICA CLAIRE

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SUMMARY

More than 5 years experience in Human Resource and Development. Support business sustainability by improvements in learning processes, productivity, quality, and customer satisfaction while reducing costs, lowering turnover, and maintaining a positive work environment. Experience and expertise are includes: Labor Law & Regulation Compliance * Training & Development Research Methods * Employee Grievance Proceedings Needs & Risk Assessments * HR Measurement & Analysis Benefits & Compensation Administration * Policies & Procedures Problem-Solving & Complain Resolution * Human Resource Reporting Performance Management * KPI & Balance Score Card Continuous Improvement * Interpersonal & Communication Skills

HIGHLIGHTS

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

ACCOMPLISHMENTS

EXPERIENCE

06/2013 to Present

HR Assistant Manager

BT COCOA - The Premium Cocoa Processing Company , ,

- Responsible of attracting, recruiting, selecting and hiring process for high potential employees.
- Analyse, design, and develop training programs and implementation in enhancing employee skills to support company performance and bussiness sustainability.
- Manage applicant database of internal or external sources by cooperation with University Career Centers, career expo, and professional job advertiser.
- Prepares training plan and monitor the implementation of training (induction, internal, OJT, inhouse, public and compulsory), develop modul & budget calculation.
- Deliver soft skill training for employee (motivation, leadership, company value) & other training as necessary.

06/2007 to 05/2013

HR Development Supervisor

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- Support all HR Department activity in recruitment, training, employee relation and services, and relationship with local community and government are aligned with company policy.
- Job descriptions: Prepare training plan including budget calculations, reviews and evaluates the effectiveness of training programs.
- Interact with external training vendor or consultants to identify course objectives and content.
- Support the manager in recruitment and selection for assigned levels.
- Coordinate and supervise all personnel administration services & employee's welfare, general affair and all industrial relation activity.
- Supporting the management for design, compose, implementation, and monitor CSR program especially in surrounding community.
- Set up a competitive compensation policy and keep comply with Government Regulation, Taxation and Applicable Labor Law.
- Maintain and improve Employee's Satisfaction to keep up Employee's Productivity and create well organization climate thru opinion survey, internal survey, exit interview and participation in improvement program (QCC).

10/2000 to 12/2006

Deputy of Training Manager

NA â€ , ,

- Responsible in managing resources to provide management, quality and technical consultancy services.
- Job descriptions: Design program to provide excellent management consultancy & competency development services for clients.
- Assess the training needs of clients, then guide them through the most appropriate training method and set up individualized training plans to strengthen client's employee existing skills.
- Continuously seek new approaches, practices and processes to improve the services offered.
- Achievements: Contributes for achievement of accreditation for Research and Standardization Body - Industrial and Trading Department of Semarang (Central Java) and Pontianak (West Kalimantan) within the framework of the Indonesian cooperation project.
- Successfully in providing quality management consultant for around 45 manufacturing company with various industries such as Automotive Part, Instrumentation, Food & Beverage, Pharmacy, Paper Mill, Packaging, Textile,

Plastic Molding, National Airline maintenance facility.

to

Support HR Manager

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- to compose Manpower Planning and maintain HR budget efficiency.
- Monitor personel administration and maintain accurate training records.
- Conduct assessment & maintain competency database.
- Monitor HR practice in compliance to regulatory concerns regarding employees, safety and health, and environmental issue.
- Coach the leaders on disciplinary process including documentation and reviewing corrective action letters.
- Maintain, monitor & update HR Department's KPI Professional Experience PT.
- Jawamanis Rafinasi - Pure Cristal Sugar Refinery.

EDUCATION

2009

Master Degree: Human Resource Management

Budi Luhur University - ,

GPA:

Human Resource Management

AFFILIATIONS

Strategic Meeting (Salary Increase & CoB BPJS) - APINDO, Nov 2014.
Environmental Management (LB3 Handling) - BLHD, Jul 2014. Modern
Hypnotherapy - NDI, Aug 2014. Training For Trainer BT COCOA Core Value - Jul
2014. QCC Training for Facilitator (Inhouse) - WLC, Jan 2013. Certified Professional
HR Management - HRM Club, Oct 2012. Training for Trainer of Leadership
Development Program - Wilmar Learning Center, Jul 2012. Applied Psychology -
WTC, Jun 2012. Core Value Training - Wilmar Learning Center, Feb 2012. NLP for
Personality Development (E-Learning) - Colin G Smith, Nov 2011. Quality Control
Circle (QCC) National Convention - Wilmar Learning Center, Sep 2011. Competency
Matrix Management System - HRD Forum, Sep 2011. DISC Personal Profile Analysis -
Shifthink, Jul 2011. Quantum Mind Control (Internal) - JMR, Feb 2011 Competency
Based Human Resource Management System (Internal) - JMR, Oct 2010. Change
Readiness (Internal) - JMR, Aug 2009. Industrial Relation (Internal) - JMR, Sep 2008.
Design Individual KPI (Internal) - JMR, May 2008. Continuous Improvement (Inhouse)
- Servitama, Sep 2007. ISO/IEC 17025 - MI, Aug 2006. Service Excellent (Internal) -
MI, Feb 2005. Internal Audit - MI, Apr 2004. Training for Assessor (Internal) - MI, Jul
2003. Managing Training & Consulting (Internal) - MI, Aug 2002. Management
System and Audit (Internal) - MI, May 2001. Membership / Affiliation *HRM Club
Indonesia. Nusantara Board of Hypnotherapy Indonesian Board of Hypnotherapy
Update: Aug 07, 2015

SKILLS

Automotive, budget, Coach, competitive, consultant, content, client, clients, database,
documentation, Government, hiring, HR, Indonesian, Java, leadership, Law, letters,
managing, Mill, Packaging, personnel, processes, quality, quality management,
recruiting, recruitment, Research, safety, training programs