

Jessica Claire

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SUMMARY

Human Resources Manager with over 8 years' experience of practical understanding of business needs. Areas of expertise include conflict management and employee training. Able to recruit individuals from any cultural background or circumstance. Experienced in planning multi-level projects between multi-faceted individuals. Provides resource training in organizational development after performing a needs analysis.

HIGHLIGHTS

- Staffing and recruiting professional
- Performance management strategies
- Benefits administrator
- Employment law knowledge
- Training and development
- Compensation/payroll
- Employee relations
- Compensation administration
- Employee relations
- Affirmative Action compliance
- Mediation expertise

ACCOMPLISHMENTS

Hiring and retention Compensation administration Training and development Personnel records maintenance Strong knowledge of EEO, employment related laws, and Affirmative Action compliance Understanding of COBRA, FMLA, HIPAA.

Interpret and explain variety of computer-generated reports on short order to establish patterns for the chairman of the board.

Enterprise and often learned a software program in days in order to implement it with the needs of the corporation.

Successfully established a live chat customer service center for a call center regarding ticket sales as well as shareholder services.
Thesis work :Social Media Policy and employee policies.

EXPERIENCE

PROFESSIONAL LEARNING COACH, TEAM LEAD, MATH TEACHER 01/2010 to CURRENT

Informatica | Maryland, LA,

Professional Learning Coach for Math department in Mesa, conduct multiple professional development sessions for the educational staff.

Worked with administration at Sequoia secondary to implement and create weekly intervention program consisting of changing 500 students and teacher schedules weekly according to data needs.

Served as a liaison between management and staff for many committees such as insurance programs, marketing, and health and wellness.

Key results:

The intervention program took the school from a Failing school to a passing status.

The District Math department now communicates together sharing ideas and strategies for helping kids.

The district revamped the insurance policy to better fit the teacher's needs allowing more options and flexibility.

CONSULTANT

01/2002 to 07/2012

Saint-Gobain Corporation | Stephenville, TX,

Provide startup corporations advice as well as established corporation proving both guidance in startup and management of a full spectrum of HR operations, systems and programs.

Worked with senior management to create HR policies and procedures; administer benefits enrollment and programs; administer HR budget; handle HR generalist workplace issues.; handled daily A/P processes; and oversaw the timely, accurate processing of invoices, purchase orders, expense reports, credit memos and payment transactions.

Maintained adherence to corporate, accounting and GAAP standards; ensured accurate and compliant A/P files, H/R Files and records in accordance with company policies and government regulations

Key results:

Interviewed clients to perform a needs analysis and established rapport

Prioritized and coordinated task to complete projects with deadlines Worked with multiple corporations at once.

Established and provided Life insurance, Sep and 401 K for corporation as well as training to staff in regards to benefits.

HUMAN RESOURCES SUPERVISOR

04/2005 to 01/2010

College Of St Benedict/St Johns University | Collegeville, MN,

Human resource supervisor for 5 years reporting directly to CEO and Chairman

of the Board, overall; responsibility for overseeing HR, payroll, ticket contracts shareholders relations, and customer service for corporation.

Key results

Create and implement comprehensive billing, credit and collection policies and related procedures for departmental, interdepartmental and inter-company and external use regarding ticket sells.

Negotiated the first e-ticket contract to allow employees and members of the now corporation to purchase discounted tickets to Bush Gardens, Legoland, Disneyland this increased retention of employees 50%.

Created a call center and network marketing program to enhance the sales of the corporation.

Consideration on the research and implementation of a successful call center and live chat.

Addressed inquiries from employees and management regarding new-hire activity and ongoing employee relation issues.

Audited the human resource files for compliance with EEOC, Affirmative actions, FMLA, workers' compensation claims and all benefits.

Resolved personnel issues regarding human resources matters needing clarification, submissions and corrections including the creation of employee handbook.

Created highly successful marketing plans resulting in money making opportunities for the company and bonuses for employees.

OFFICE MANAGER

2002 to 2005

DJ Letourneau | City, STATE,

Performed a full range of HR functions, including recruiting and training employees, administering benefits, overseeing training and licensing of new recruits.

Key Results:

Designed, developed and implemented a management system to keep all data filed and recorded for easier access and approval.

Oversaw administration of annual operating budget and supervised office staff.

Established and maintained effective communication system with field representatives, clients, and home office.

EDUCATION

M.B.A | Human Resource

North Central University, Prescott, Arizona

GPA:

Human Resource Management

Bachelor of Science | Elementary Education Math

Chadron State College, Chadron, NE

GPA:

Elementary Education

Minor:Math

SKILLS

Accounting: A/P, benefits, billing, budget,
Quickbooks, payroll,Management: call center, sales,
coach, contracts, clients, customer service,
MarketingHuman Resources: personnel, policies,
processes, rapport, recruiting, reporting, research,
insurance, trainer
Computers: Microsoft Office