

JESSICA CLAIRE

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Executive Profile

HR Business Partner offering outstanding presentation, communication and cross-cultural team management skills. High-energy, results-oriented leader with an entrepreneurial attitude, who creates strategic alliances with organization leaders to effectively align with and support key business initiatives. Builds and retains high performance teams by hiring, developing and motivating skilled professionals. Demonstrated success in negotiating win-win compromises, collaborating at all levels of an organization.

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Skill Highlights

- Oversight of HR Function
- Employment Law
- Strengthen & Align Policies to Business
- HR Budget Management
- Employee Relations
- Union Negotiation
- HR Program/Project Management
- Orientation & On-Boarding
- Safety Management
- Training and Development
- Performance Management
- Business operations organization
- New product delivery
- Human resources
- Budgeting expertise
- Negotiations expert
- Employee relations
- Self-motivated
- Customer-oriented
- Project management
- Leadership/communication skills
- Change Implementation
- Organizational Development

Core Accomplishments

Project Management:

- Initiated [project] which resulted in [positive outcome].

Human Resources:

- Spearheaded new Engagement Team which increased Engagement by 25 Points at the Vineland New Jersey Plant
- Advised on Union relations, reducing grievances by 60% in first year at Catalent.

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Operations Management:

- Managed all functions related to closing the Burlington Plant at Rich Products coming in under budget and with no grievances.
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- Managed safety program at Simkar and raised safety awareness and safety engagement by 40%
- Â Instituted and rolled out new Occupational Health Provider for the Catalent Philadelphia site, which enhanced the opportunity for availability of Occ Health sites on the weekend and 2nd shift hours.Â

Professional Experience

HR Business Partner, 01/2016 to Current

Brookdale Senior Living â€œ West Melbourne, FL,

- Business partner to Director's of Manufacturing and Packaging, Supply Chain and Facilities and their departments which encompassed 269 of the 360 employee's onsite at the Philadelphia facility.
- Accountable for the development, staffing, employee relations, compensation, benefits, leadership coaching and training, talent development and performance management, and HR regulatory and the Collective Bargaining Agreement compliance for the business.
- Strengthened companies business by leading implementation of New Occupational Health Care Provider to help mediate safety and injuries in the plant.
- Administered policies and programs in the following areas: change management, employment law, employee relations, labor law, labor relations, organizational development, salary administration, performance management, training, recruitment and various other HR-relation programs/initiatives.

- Key Results:.
- Restructured New Hire orientation process ensuring compliance with site specific safety training.
- Streamlined FMLA into compliance for union population reducing abuse of intermittent FMLA.
- Researched Work health options for our medical provider, hired new work health provider and conducting retraining and job evaluation for workers compensation and EHS compliance to reduce work injuries and compliance with safety regulations.
- Partnered with Managers and EHS to ensure compliance with EHS and safety training for drivers, janitors, maintenance mechanics and others in the plant with updated safety training.
- Created and implemented new Safety form requiring employees to sign off that they refused medical treatment at the time of their injury, indicating they were able to seek treatment at a later date.
- A First line of contact with Union Leadership; administer the Union Collective Bargaining Agreement for United Steel Workers Local 286.
- Enhanced relationship with Union Leadership and Union Stewards.
- Manage union population issues before it escalated resulting in a reduction in grievances by 60%.
- Champion a teamwork/open-door environment conducive to positive dialogue across the site.
- Restructured Union/Management meetings in order to drive a more structured and collaborative, engaged meeting.
- Workforce reductions during slowdown of work and recalls in alignment with the CBA.
- Trained all management staff on Performance Review, Compensation Review, Kronos timecard payroll processes and Union Avoidance training.
- Contract Interpretation and understanding.
- Recruiting, driving talent process and retention of top talent.

HR Generalist, 01/2013 to 01/2016

Honeywell – Baton Rouge, LA,

- Recruited to manage human resources function between two facilities in New Jersey with a total population of 360 employees and 15 languages.
- As a change agent, closure of the one facility was the first year goal.
- Successfully managed the closure of a union facility, while keeping employees engaged to produce product through the last day.
- Developed appropriate programs and policies, reviewed and made recommendations to improve engagement.
- Served as an escalation point for investigations, union grievances, and employee complaints.
- Subject matter expert on state and federal employment practices.
- Providing guidance and recommendations on courses of action and seeking legal guidance as needed.
- Continue to drive engagement, policy revision, and collaboration.
- Key Results:.
- Closure of the New Jersey plant under budget and with no workers compensation claims, lawsuits or aggrieved employees.
- Prepared, presented and hand delivered severance agreements for 250 employees with zero errors.
- Complied with legal requirements for shutting down the plant, WARN notices, statistical analysis to drive effects bargaining with the UFCW union.
- Drove employee engagement.
- Enable culture so that employees worked 7 days a week until the actual closure to overstock inventory.
- Conducted presentations with the DOL to present information on available benefits to employees who would be laid off.
- Structured, created and implemented programs and policies in the areas of training, policy guidelines, incentives, engagement, and new-employee orientation.
- Champion a teamwork/open-door environment conducive to positive dialogue across the organization.
- Serves as subject matter expert on employment-related policy and program issues, providing counseling to management team.
- Day to day administration of Human Resources policies and programs covering recruiting and staffing, employee relations, training and benefits.
- Consulting with and advising managers and staff on a wide range of work-related issues.
- Assisting in the development of the overall Labor Relations Strategy for Effects Bargaining at the Burlington Plant for the BCTW&G, and the contracts for the Vineland facility for the UFCW and the IUOE sitting second chair at all three negotiations.
- 2nd and 3rd Step Grievance Hearing Manager for union grievances at both plants for all three unions, BCTW&G, UFCW, and IUOE.
- Proposed and implemented a team building event in Vineland for the entire plant resulting in renewed engagement of the office and production workforce.

HR Specialist, 01/2011 to 01/2013

Maximus, Inc. – Nashville, TN,

- Recruited to help troubleshoot and change culture of 50 year old non-profit, implementing changes and management of a full spectrum of Human Resource operations, systems and programs.

- Revitalize Human Resource policies and procedures; spearhead yearly open enrollment; answer questions on all benefits; create and launch group benefits database; brand the recruiting and orientation process for new employees; and develop orientation, training and incentive programs.
- Manage leave-of-absence programs and employee records.
- Key Results:.
- Streamlined the Human Resources function into full compliance.
- Structured and implemented programs and policies in the areas of training, policy guidelines, benefits packages, incentives and new-employee orientation.
- Guided employees and management on developing training plans and supporting development/training needs.
- Revitalized I-9 retention and state and federal boards into full compliance.
- Champion a teamwork/open-door environment conducive to positive dialogue across the organization.
- Day to day administration of Human Resources policies and programs covering recruiting and staffing, employee relations, training and benefits.
- Administered New Jersey FLI/FLA/FMLA, workers compensation and mentored employees on state leave programs.
- Streamlined contracts with the City of Camden and various vendors to update contracts and restructure the process resulting in less paperwork and monetary savings.
- Pioneered and branded new-hire orientation program to acclimate employees to company culture.

Manufacturing Plant HR Representative, 01/2008 to 01/2011

SIMKAR CORPORATION – City, STATE,

- Recruited to work with union staff complying with the Fair Labor Standards Act.
- Engaged in contract negotiation of new union contract and implementing and conducting contractual processes for reduction in force and layoff/recall of union employees.
- Streamlined Human Resources policies and procedures; recruit employees; create group benefits databases; and develop orientation, training and incentive programs.
- Manage leave-of-absence programs and personnel records; administer benefits enrollment and programs; administer HR budget; and mediate employee relations workplace issues.
- Provided operational and consultative support to plant operation managers.
- Key Results:.
- Coaching and counseling operation managers on employee relations matters and ensuring compliance with federal and state regulations including OSHA safety rules and regulations resulting in stricter compliance of safety regulations and rules in plant.
- Launched monthly safety meetings.
- Moved culture towards a safety first mindset.
- Launched creative and cost-effective incentive and morale-boosting programs (including special events and awards structure) that increased employee satisfaction and productivity.
- Empowered employees to take personal responsibility for safety in the plant.
- As a result the safety program was revitalized and transformed.
- Resulted in less injuries and a collaborative environment between management and union employees.
- Created group benefit database in Ceredian working in collaboration with the finance department to launch and optimize payroll, time and attendance and benefits.
- Streamlined Human Resources policies and procedures.
- Assisted in the development and implementation of HR policies and procedures and their dissemination.
- Overall human resources guidance, responding to employee relations issues including complaints, conflicts with supervisor, harassment, allegations, discrimination allegations, handling grievances, overseeing disciplinary action, recruiting and hiring for all hourly, bargaining unit employees.
- Contract Interpretation and understanding.

Pharmaceuticals SENIOR HR Coordinator, 01/2002 to 01/2007

JOHNSON AND JOHNSON/JANSSEN PHARMACEUTICALS – City, STATE,

- Collaborate with Human Resource director and managers in the field interacting with external clients including internal and external legal consultants, compensation department, and executive level sales team.
- Go to person for nationwide sales associates and internal clients on employee relation policies, procedures, and benefits administration and information.
- Administer Human Resource processes including compensation planning, interviewing, exit process, performance management, talent review and organizational succession planning for the Janssen Sales Force.
- Provide administrative and tactical support to HR team during compensation processes and special projects as assigned.
- Key Results:.
- Tactical member of two sales force reorganizations that involved moving/transferring/separating 3000 employees in Ortho-McNeil and Janssen.
- Deliver database reporting and analysis utilizing Cognos Database for monthly reporting of employee turnover, hiring, promotions, EEO reporting.
- Analyze trends and metrics (in partnership with specialist functions) to develop solutions, programs, and

policies.

- Partnered with outside legal consultants utilizing database to supply data subpoenaed by Federal and State courts in addition to HB-1 visas for international hires.
- Optimized in-house recruiting, talent review and succession planning systems such as STARs, JJEMs, Talent Navigator, PDM and other HRIS systems.
- Advanced and delivered workers' compensation program, New Jersey FLI/FLA and FMLA into full compliance.
- Communicate and train in-house and field employees on policy updates and benefit changes.
- Investigating, answering and settling questions on policy and procedures.
- Streamlined the separation process, including separation package and separation letter.
- Troubleshoot the separation process, tracking severance, counseling, and managing displaced employees with integrity and empathy.
- Chairman of the Susan G.
- Komen drive for the Women's Leadership Initiative involving six operating companies and five locations.
- Jessica Claire.

Education

Master of Science: Organizational Dynamics, 2015

UNIVERSITY OF PENNSYLVANIA - Philadelphia, PA

GPA:

Organizational Dynamics

Graduate Certificate in Organizational Development and Change Graduate Certificate in Organizational Leadership Studies: ,

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GPA:

Bachelor of Science (BS): Business Administration,

GWYNEDD-MERCY COLLEGE - Gwynedd, PA

GPA:

Business Administration cum laude), 2004

Professional Affiliations

Classes in M.S. include Process Improvement Tools and Strategies, Coaching, Communicating Across Cultures, Organizational Project Management. *HR Generalist Certificate 2012.

Skills

ABRA, ADA, administrative, ADP, benefits, Benefits Administration, Budget Management, budget, change management, change agent, Coaching, Cognos, Consulting, contracts, contract negotiation, Counseling, clients, databases, Database, drivers, driving, Employee Relations, special events, finance, hiring, HRIS, Human Resource, Human Resources, HR, Interpretation, inventory, Kronos, Labor Relations, team building, Leadership, Law, legal, Director, managing, mediate, meetings, Excel, MS Office, office, Outlook, PowerPoint, Word, Negotiation, negotiations, Navigator, Organizational Development, Organizational, Packaging, payroll, PDM, Performance Management, personnel, Policies, presentations, processes, profit, Project Management, Recruiting, Recruitment, reporting, Safety, Sales, staffing, statistical analysis, Strategy, Structured, supervisor, Supply Chain, teamwork, Troubleshoot