

Jessica Claire Montgomery

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Core Accomplishments

- Initiated a 30-day evaluation for drivers, resulting in a positive outcome.
- Spearheaded a new hiring process that increased retention.
- Mentored and coached employees, resulting in increased productivity.

Skills

Microsoft Word, Excel, Publisher, PowerPoint	eTime, ADP, Kronos, TimeStar, Well Site	Human Resources Budgeting Expertise Management
Employee Relations		Self-motivated and Customer-oriented
Leadership and Communication Skills		Staff Development, Motivation, and Training
Strategic Planning and Development	Employee Scheduling	Fast Learner
Interpersonal Skills		New Business Development
Administrative Skills		Bilingual
Change Implementation		Cost Reductions
Public Relations	Labor Cost Operations	Performance Evaluation
Problem Resolution		

Professional Summary

Ambitious HR Administrator with a proven track record of creating strategic alliances with organization leaders to effectively align and support key business initiatives. Skilled in building and retaining high-performance teams by hiring, developing, and motivating skilled professionals.

Professional Experience

Human Resources Administrator

May 2014 - October 2015, Crisis Services, Buffalo, NY

- Served as a link between management and employees by handling questions, interpreting, and administering contracts, and helping resolve work-related problems.
- Advised managers on organizational policy matters such as equal employment opportunity and sexual harassment, and recommended needed changes.
- Performed difficult staffing duties, including dealing with understaffing, refereeing disputes, firing employees, and administering disciplinary procedures.
- Planned and conducted new employee orientation to foster a positive attitude toward organizational objectives.
- Identified staff vacancies, recruited, interviewed, and selected applicants.
- Participated as a judge in the annual HR Excellence Awards, evaluating the work of HR professionals across various organizations.

Human Resources Manager/Payroll Supervisor

August 2006 - 2014, Belfor, Providence, RI

- Addressed employee relations issues, such as harassment allegations, work complaints, and employee concerns.
- Analyzed employment-related data and prepared required reports.
- Conducted exit interviews to ensure that necessary employment termination paperwork was completed.
- Conducted reference and background checks on job applicants.
- Played a critical role in the development and implementation of a new HR software system that streamlined payroll and employee data management.

Office Manager

February 2000 - October 2005, Advanced Health Services, City, State

- Operated office equipment such as fax machines, copiers, and phone systems.
- Used computers for spreadsheet, word processing, and database management applications.
- Answered telephones and gave information to callers, took messages, or transferred calls to appropriate individuals.
- Greeted visitors or callers and handled their inquiries or directed them to the appropriate persons according to their needs.
- Coordinated conferences and meetings.

Education

High School Diploma

May 1981, Calhoun High School, Port Lavaca, TX

Coursework towards Business

May 1984, Victoria Junior College, TX

Additional Skills

ADP	Advertisements	Benefits
Charts	Conferences	Contracts
Counseling	Clients	Databases
Database Management	Documentation	Employee Relations
Equity	Fax Machines	Fax
Filing	Firing	Forms
Funds	Hiring	Human Resources Management
Word Processing	Member of the Society for Human Resource Management (SHRM) and the National Human Resources Association (NHRA), which require outstanding achievements for membership.	