

# Jessica Claire

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## Summary

Human Resources Generalist offering 5 years of combined experience in the US and India. Experienced in Payroll Administration, Benefits/Compensation Administration, Talent/Performance Management, Recruitment/Selection, Training & Development, HR Policy and Strategic. Experience in training protocol development and policy implementation. Highly proficient in building lasting relationships with key decision makers, customers and team members to further company goals.

## Highlights

- Staffing and recruiting professional
- Employment law knowledge
- Interviewing expertise
- MS Office: Word, Excel, PowerPoint
- Employee Orientation
- Recruitment Management
- Employment Recordkeeping
- Human Resources Management Systems
- Performance Appraisal
- Talent Management
- HRIS Applications
- Compensation and Benefits Administration

## Accomplishments

- Aligned employee compensation with company strategy, resulting in controlled compensation costs and pay equity.
- Implemented company E-Learning Program, which resulted in employee professional development and HR compliance.
- Compiled reports and summaries for management outlining marketing campaigns and engagement efforts.
- Assisted HR team with the implementation of the HRIS system to improve management of tracking relations issues, leaves, and unemployment.
- Trained HR staff and temps on HRIS system and payroll process.
- Assisted with the implementation and tracking of company safety/emergency evacuation program.
- Used Microsoft Excel to develop inventory tracking spreadsheets.

## Experience

**Software Developer**, 04/2022 to Current

**Sungard Public Sector** – MI, State

- Updated old code bases to modern development standards, improving functionality.
- Collaborated with project managers to select ambitious, but realistic coding milestones on pre-release software project development.
- Discussed issues with team members to provide resolution and apply best practices.
- Planned and developed interfaces that simplified overall management and offered ease of use.
- Collaborated with stakeholders on requirements, architecture and solutions for multiple projects.
- Responsible for Requirement analysis, Technical design and Development for OMX Platform.
- Developed REST API's for GIT operations using SpringBoot , Hibernate and JPA technologies .
- Introduced agile methodologies and development best practices to division to enhance product development.
- Translated customer requirements into written use cases.

**Employee Engagement Coordinator**, 11/2018 to 02/2020

**Equality Health** – Hidalgo, TX

- Assist to maintain and enhance company culture and engage regularly with employees to determine if cultural values are being exhibited.
- Identify how to measure culture and reevaluate cultural progression every month through tracking.
- Present results of surveys to Leadership and collaborate to identify ways to continue to improve survey results.
- Send communications recognizing employee achievements.
- Compile reports and summaries for management outlining marketing campaigns and engagement efforts.
- Assist with content and distribution of newsletters and employee communications for virtual and client site staff. Create marketing content and distribute to all staff.
- Write feature stories on associates, teams, and locations to help promote associate engagement, rewards, and recognition.
- Create Employee Engagement Surveys to identify and build action plans with most valuable themes and stories to help our teams improve engagement and experience.
- Compose, format, and create routine correspondence, reports and other documents.
- Assist HR in educating new employees on handbook, policies, and procedures.
- Collaborate with training department to review and ensure uniformity in design across employee trainings.
- Support in all employee trainings, as needed. Provide administrative support to Employee Experience Managers.
- Coordinate events during new hire orientation.
- Partner with talent team to support feedback processes and employee development efforts; maintain upward feedback schedule.
- Execute and coordinate various employee surveys and feedback loops; administer survey platforms.
- Organize documentation to ensure that current versions of department documents and employee communications are up-to-date and accurate; archive and organize previous versions (Intranet).
- Format and maintain internal employee engagement portal with updated communications and activities
- Execute programs and initiatives that focus on promoting employee appreciation and recognition.
- Lead and organize internal committee and contribute to company-wide calendar and produce events that provide meaningful experiences for employees to connect virtually.

**HR Executive Assistant**, 06/2011 to 04/2012

**Legislative Branch** – Greensboro, NC

- Planned human resource requirements in consultation with heads of different functional & operational areas and conducting selection interviews
- Hands on experience in hiring for business models.
- Handled Post Recruitment activities. Periodic reviews and report presentations. Prepared KRA's and Job Description for all new joiners.
- Handled Leave and Attendance management, managing and maintaining the over time, holiday working data and allocating the Comp-offs. Preparing various timesheet reports and loss of Pay (LOP) reports using the inputs from Biometric devices and updating the same to the finance department on monthly basis.
- Actively involved in bringing up the Recruitment Management System tool (RMS –Automated tool)
- Closing the loop with HR discussion and taking them to next stage of the process .

**Human Resources Assistant**, 06/2010 to 06/2011

**Sheraton Gateway Hotel** – City, STATE

- Building productive, collaborative relationships with employees.
- Reviewing resumes and applications sent in by job applicants.
- Maintaining employee files and the HR filing system.
- Conducting pre-employment background checks on prospective employees.
- Helping employees with benefit issues.
- Assembling new hire information packs.
- Planning and coordination HR presentations and training sessions.
- Writing up job descriptions.
- Filed paperwork, sorted and delivered mail and maintained office organization.
- Delivered friendly assistance with new hires throughout interviewing and hiring process.
- Reviewing, auditing, and verifying monthly benefit invoices.
- Organized new employee orientation schedules for new hires.

## Education

**Master of Science: Human Resource Development And Psychology**, 05/2010

**University of Madras** - Chennai India

**Bachelor of Science: Advanced Zoology & Biotechnology** , 05/2008

**Women's Christian College** - Chennai India

## Certifications

**Professional Training- Certified Human Resource Management Professional (C.H.R.M.P) - Bangalore India.**

Completed certification program with practical training & hands on experience on :-

Core HR domain areas, manpower planning, recruitment process

training & development, policy implementation, compensation & benefits

MIS reports & competency mapping, ER management

P.F., E.S.I & P.T, Payroll Processing, Income Tax,

Tax planning for employees, TDS on other payments.

## Training & Development:

- Understanding of the complete training cycle – ADDIE Model
- Conducting training need identification or analysis
- Understanding of training delivery & content development
- Exposure the various evaluation methodologies to measure training effectiveness

## Recruitment Areas

- Knowledge of interview scheduling and to keep a track on selected candidates with joining date and updating to the management.
- Hands on experience in job portals.
- Sourcing and matching profiles, understanding and executing call flow for recruitment.
- Understanding of coordination for entry as well as senior level openings.
- Exposure to end-to-end recruitment cycle.

## Knowledge of Joining Formalities and Settlement Process

- Knowledge of joining formalities of an organization, collecting the relevant documents, joining form, issuing ID card etc.
- Knowledge of taking care of employee database with regard to their date of appointment, address, telephone numbers, references, employee department, code number, PF number, ESI number and other personal details.
- Knowledge in drafting offers letters, appointment letters, and confirmation letters, relieving letter and experience letters.
- Knowledge in conducting exit interviews.
- Monitoring relieving procedures and settlement considering exit interview forms, no due certificates and the amount due from the employee.