

# JACKSON TURNER

## Senior HR Specialist

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## PROFESSIONAL SUMMARY

Seasoned HR Specialist with a decade of expertise in cultivating talent, enhancing employee engagement, and driving strategic HR initiatives. Proven track record in optimizing recruitment processes and fostering a positive workplace culture. Dedicated to aligning HR practices with organizational goals to support workforce development and ensure compliance.

## WORK EXPERIENCE

### Senior HR Specialist

📅 May / 2019-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Oversee the human resources function, including payroll, benefits administration, and compliance with labor laws.
2. Ensure timely and accurate completion of employee documentation and onboarding processes.
3. Manage employee benefits programs and liaise with providers to maintain updated information.
4. Deliver exceptional customer service by effectively addressing employee concerns and resolving conflicts.
5. Communicate clearly and professionally with employees and management, fostering transparency.
6. Support executive management with HR reporting and strategic recommendations.
7. Implemented a computerized time-entry system that decreased manual errors and improved efficiency.

### HR Specialist

📅 May / 2015-May / 2019

Silver Lake Enterprises

📍 Seattle, WA

1. Assist the HR Manager with administrative functions and respond to inquiries from staff.
2. Conduct onboarding and training sessions for new hires, ensuring compliance with company policies.
3. Address employee inquiries regarding HR policies, procedures, and benefits.
4. Administer the performance review process to bolster effectiveness and fairness across the organization.
5. Maintain accurate records of benefits participation and personnel transactions.
6. Support the administration of workers' compensation claims and safety programs.

## EDUCATION

### Bachelor of Science in Human Resources Management

📅 May / 2012-May / 2015

University of Illinois

📍 Portland, OR

Focused on strategic HR practices, employee relations, and organizational behavior.

## SKILLS

Performance Management

Advanced Excel Analytics

Email And Calendar  
Management

Conflict Resolution

## ACHIEVEMENTS

- ★ Reduced employee turnover by 25% through enhanced onboarding programs.
- ★ Implemented a new performance appraisal system, increasing employee satisfaction ratings by 30%.
- ★ Streamlined payroll processes, resulting in a 15% reduction in processing time.