
JESSICA ADAMS

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HUMAN RESOURCES PROFESSIONAL

Result-driven professional with over 10 years of combined experience in customer service and human resources. Able to work independently as well as part of a team, while utilizing excellent decision-making skills. Delivered high quality of service in all roles and recognized as a leader who gets results.

CORE COMPETENCIES

Relationship Building | Customer Service | Conflict Resolution & Problem Solving
Employee Relations | Employee Training | Recruitment | Employment Laws
Benefits | Administrative Support /Job Fairs Support | New Hire Orientation

PROFESSIONAL EXPERIENCE

CALDWELL, BLACK & WEST, Baltimore, MD 2011 – Present

Human Resources Generalist

Perform HR administrative support and recruiting duties for a law firm of 200 attorneys. Assist with job fairs at Ivey League universities, telephone screenings for interviews, new hire orientation and manage attorneys' calendars,

- ▶ Piloted strategic recruitment effort that reduced 20 associate attorney vacancies by 50% within five months of taking on new role.
- ▶ Proved instrumental in facilitating job placement opportunities for 10 candidates.
- ▶ Significantly improved efficiency of department and services performed through continuous effort that included making recommendations on new approaches, policies and procedures.

CASE CUSTOMER SOLUTIONS, Towson, MD 2002 – 2011

Customer Service Representative

Worked in a call center environment handling customer service calls for Sprint and Verizon Wireless cellular customers. Assigned to a team of 20 members.

- ▶ Successfully met all monthly and quarterly metric goals for call handling time.
 - ▶ Received five service awards for excellence with internal/external customers.
 - ▶ Built solid rapport across global division and effectively worked with cross-functional teams.
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EDUCATION

UNIVERSITY OF MARYLAND, BALTIMORE, MD
Bachelor of Science in Business Administration, 2012

CERTIFICATIONS

Human Resources Management

COMPUTER PROFICIENCY

Microsoft Word, Excel, PowerPoint, Outlook, Lexis-Nexis