
JESSICA ADAMS

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HUMAN RESOURCES SALES & RECRUITMENT

Result-driven professional with over 10 years of combined experience in customer service, sales 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 Retention | Account Management | B2B Sales
Contract Negotiations | Pre-Screening & Recruitment | Employment Laws
Benefits | Administrative/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 law firm of 200 attorneys. Assist with job fairs at Ivey League universities, telephone screenings for interviews, new hire orientation and manage attorneys' calendars for interviews.

- ▶ 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.

CASE CUSTOMER SOLUTIONS Towson, MD 2002 – 2011

Sales Account Manager/ Customer Care Representative: 2005 – 2011

Managed 10 major accounts consisting of various telecommunications companies. Sourced and recruited candidates for different positions. Solicited recruiting services to new and growing firms.

- ▶ Secured an average of two new accounts every month for three straight years.
- ▶ Implemented new processes and procedures for maintaining clients during the recession.
- ▶ Developed and introduced new service offerings including new benefit programs for clients.

Customer Care Representative: 2002 – 2005

Handled customer service calls for Sprint/Nextel and Verizon Wireless cellular customers.

- ▶ Successfully met all monthly and quarterly call metric goals for call handling time.
 - ▶ Received several service awards for excellence with internal/external customers.
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EDUCATION

UNIVERSITY OF MARYLAND, BALTIMORE, MD

Bachelor of Science: Business Administration; Certificate in HR Management, 2012