

JASQUEL SPICER

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Professional Profile

As an HR and executive assistant, I have a proven track record in client relationship management, organizational support, and administrative tasks. Able to streamline processes, improve client satisfaction, and drive results in fast-paced environments which has allowed escalation in roles across various industries. With a strong work ethic, a passion for overcoming challenges, and a commitment to achieving goals, I am dedicated to bringing value through effective communication, team collaboration, and strategic planning.

Areas of Expertise

- Human Resources Support & Administration
- Client Relationship Management
- Employee Onboarding & Documentation
- Job Posting & Applicant Tracking (Indeed, LinkedIn)
- Graphic Design & Content Creation (Canva, Adobe)
- Effective Communication & Problem-Solving
- Recruitment & Talent Acquisition
- Process Improvement & Organizational Support
- Data Management & Reporting (ADP, UKG)
- HR Software & Tools (ADP, UKG)
- Strategic Planning & Team Collaboration

Work History

Team Lead Sales Associate, 09/2023 to Current

H&M Hennes & Mauritz – Snellville, GA

- Processed merchandise from delivery trucks with an 80% completion rate.
- Managed the sales floor, achieving a 90% customer satisfaction rate and serving as a key resource for de-escalation with the sales team.
- Delegated tasks effectively and ensured all merchandise was pushed/replenished by closing.
- Maintained stockroom health and compliance with company standards.
- Fostered a reliable and positive work environment, improving team attendance by 40%.
- Managed cash register and safe operations, always ensuring appropriate money levels.

HR Assistant, 04/2022 to 07/2023

Galain Roofing – Loganville, GA

- Processed over 1,000 potential candidate applications with an 80% completion rate.
- Maintained consistent communication with adjusters and insurance companies.
- Handled over 40 claims, achieving 20 immediate approvals and converting 15 initially denied claims into approvals.
- Conducted first-round interviews and identified candidates for the second round.
- Organized and labeled company files for efficient processing.
- Successfully managed construction payroll, ensuring accuracy and timeliness.

Executive Assistant, 09/2022 to 03/2023

Fort Valley State University – Fort Valley, GA

- Assisted HR lead and VP of Human Resources with administrative tasks
- Booked and scheduled appointments, managed itineraries, and organized work-related trips
- Filed and prioritized claims based on urgency and importance
- Supported time-off processes, work incidents, and payroll management with a 90% accuracy rate

Education

Bachelor of Arts: Human Resources Management, Expected in 05/2026

National University - La Jolla, CA