**Jennifer Saephan**A long, thin rectangle to divide sections of the documentSan Jose, CA 95136 | (408) 205 – 7106 | jensaep@gmail.com

**PROFESSIONAL SUMMARY**

3+ years in workforce development and recruiting. Recruiter/Counselor skilled in delivering great candidate experience and adept in forging exceptional client relationships/employer partnerships. Developed successful pilot program for the City of San Jose, delivered 3+ years of increasing the workforce pool. Able to analyze utilize various recruitment methods to deliver results.

**SKILLS**

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| --- | --- | --- |
| Program Management | Recruiter | Human Resources |
| CRM Software (Salesforce, SARA, CalJobs, iTrain, SARA) | Salesforce Certified Administrator | Data Analytics |

# **EXPERIENCE**

## Work2future Foundation, San Jose, CA *— Youth Career Advisor* 05/15 - Present

Spearhead the San Jose Works Program, a program offering employment services to Santa Clara County and City of San Jose youth and young adults looking to enter the workforce. Employ over 3700 clients who have barriers to employment. Average caseload of 200 clients per year.

* **Human Resources**: Schedule and conduct initial intakes for potential clients. Ensure complete documentation (I-9, W4, DE4, Background) to enroll into program. Document bi-weekly and quarterly reports to ensure eligibility, funding, and compliance with city and agency funding. Establish employees’ case files.
* **Recruitment**: Design and implement recruitment strategies to increase enrollment. Create target job fairs, resource fairs, facilitate trainings and workshops. Centralize recruitment efforts and maximize greater placements (75%) efficiency. Cultivate employer partnerships to maximize placement percentage.
* **Counseling**: Develop and implement client’s Individual Employment and Educational Goals Strategy. Assist clients through employment processes, empower clients’ using evidence based practices, including motivational interviewing, crisis intervention, and guidance/support to accelerate performance standards and retention by 300%.

## Tutorworks Inc, San Jose, CA *— Program Manager* 01/15 – 05/15

Oversaw the ARUSD Program, an after-school tutoring program designed to increase educational test scores of clients, who have educational barriers.

* **Program Manager**: Ensured program specifications and requirements are met, achieved 15% increase of test scores, faster reading efficiency, and math analysis scores through curriculum design. Empowered academic coaches and students.
* **Employee Liaison**: Communicated with principal, teachers, and parents of student’s learning behaviors. Increased better efficiency of students’ learning styles and led to increase productivity in homework, test scores, and grades.

## FedEx Ground contract by Kelly Services, San Francisco, CA *—* Recruiter 10/14 – 01/15

Field Recruiter responsible for SF Bay Area FedEx hubs to increase candidate pool for employment.

* **Recruiter**: Designed and introduced recruitment strategies for SF Bay Area hubs, achieved an increase of 150% projected and hired applicants. Administered new hiring practices, conducted group interview sessions, and community resource hiring events, generating a reduction of 1-2 weeks from first point of contact through hiring date.
* **Human Resources**: Established employee personnel files, I9 documentation and background/drug testing in compliance with HR policy. Liaison with upper management and clients to ensure employee engagement, delivering higher employee retention and satisfaction.

**EDUCATION**

## California State University, Monterey Bay, Seaside, CA *— Bachelor of Arts in Social & Behavioral Sciences, concentration in Sociology and Human Development*

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Contact Jennifer Saephan on LinkedIn @ Linkedin.com/in/Jennifer-Saephan