



## **MANAGEMENT ASSISTANT - ENTERPRISE MOBILITY; PHOENIX, AZ JULY 2023 - CURRENT**

- Completed the Enterprise Management Training program
- Ensured client satisfaction through providing efficient, knowledgeable, and enthusiastic customer service
- Received accolades for meeting monthly sales goals
- Executed meetings with our partners to ensure service efficiency and to identify any bottlenecks in our processes
- Utilized Microsoft Excel to compile reports comparing KPI's crucial to our top line revenue
- Marketed to outside businesses and prospective clients to increase our book of business
- Managed day-to-day branch functions, including fleet management, ensuring vehicle availability, and maintaining quality standards for the rental fleet
- Handled essential branch operations, such as processing rental agreements, managing customer and corporate accounts, and organizing documentation to keep branch workflows smooth and efficient
- Provided leadership support by supervising and training junior staff, ensuring compliance with company policies, and maintaining a high level of operational efficiency
- Actively participated in strategy meetings to improve customer satisfaction, streamline operations, and enhance overall branch performance

## **PAYROLL CONSULTANT - TOPBLOC; CHICAGO, IL (REMOTE) MAY 2022 - MAY 2023**

- Responsible for configuring and implementing Workday Payroll module for clients based on their specific business requirements
- Provide guidance and expertise to clients regarding payroll policies, procedures, and compliance with local, state, and federal regulations
- Collaborate with clients and cross-functional teams to identify and resolve payroll-related issues and ensure smooth and accurate processing of payroll
- Conduct user training sessions and create user manuals to ensure clients have a clear understanding of the payroll process and system functionality
- Assist clients with data migration from legacy payroll systems to Workday Payroll
- Conduct payroll system testing and troubleshooting to ensure accuracy and compliance with payroll regulations and client policies
- Participate in project planning and project management activities, including status reporting, issue tracking, and risk management.

## **PAYROLL SUPPORT REPRESENTATIVE- ADP; TEMPE, AZ JANUARY 2021 - May 2022**

- Support Major Accounts and Private Equity clients in an inbound phone support model
- Provide guidance and research in response to a wide variety of questions and issues presented by Client Payroll Administrators
- Use multiple tools and research resources in order to develop an accurate and comprehensive response to a wide range of inquiries regarding payroll practices and tax considerations, taking into account the differences across states and localities
- Interface with multiple ADP service organizations as well as third party vendors that provide services to clients

## **Education**

2020 University of Maine; Orono, ME – Bachelor of Arts in New Media, Minor in Business Administration

## **Certifications**

- Workday US Payroll
- Workday CAN Payroll

## **Skills**

- Consistently deliver top-tier service, maintaining high customer satisfaction levels.
- Proven ability to work efficiently under time constraints, ensuring deadlines are met without compromising quality.
- Strong verbal and written communication skills, enabling clear and effective interactions with both clients and teams.
- Skilled in analyzing issues and implementing solutions through effective customer interface and communication.
- Proficient in MS Office applications
- Proficient in front-end web development including HTML, CSS, and JavaScript
- Experience with modern web frameworks and libraries like React, Tailwind CSS, and Next.js
- Familiar with Node.js, Bun, and NPM for managing backend and development environments
- Comfortable with Git/GitHub for version control, and experienced in collaborating on projects in a team environment.