

# Juan Valdez

Atlanta, GA - Email me on Indeed: [indeed.com/r/Juan-Valdez/38408d22de738123](https://www.indeed.com/r/Juan-Valdez/38408d22de738123)

Seeking a position to utilize my skills and abilities in the HR/Payroll/ Time Industry that offers professional growth while being resourceful, innovative, and flexible.

## TECHNICAL

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Time and Attendance Account Manager**

Ultimate Software - Atlanta, GA - December 2014 to October 2015

2/2014 - Present

- Provide outstanding quality support to internal and external customers with a high degree of satisfaction and technical expertise, with thorough and timely responses
- Active liaison between Tier I Specialists, Development, and potentially third party partners working to facilitate, isolate, qualify, resolve or provide solutions for problems reported by customers
- Acquire, maintain, and expand knowledge of relevant product offerings, scope documents, and current department policies and procedures in order to provide accurate solutions to internal support specialists
- Make recommendations for improving procedure
- Adhere to Support Center Practices (SCP) guidelines
- Created and executed SQL statements in both SQL production and test environments
- Run various SQL scripts during troubleshooting process to either query for specific data and/or running updates to correct various issues

### **Enterprise eTime Client Service Consultant (Level II) - NAS**

ADP, LLC - Atlanta, GA - April 2014 to December 2014

In addition to Level I Responsibilities:

- Troubleshoot and resolved client's application issues ranging from time sheet calculations, pay rules, interfaces (import/export logic), attendance, shift patterns, and scheduling.
- Proactively made client calls to ensure customer satisfaction and retention
- Effectively managed client relations as primary to 9 clients, and assisting with additional 56 clients as backup primary
- Effectively worked with people on multiple levels (e.g., from first line staff to executive level management)
- Provided constructive feedback to teammates and/or client team members, when appropriate
- Worked alongside management to train and educate new associates
- Subject Matter Expert: Internal TLM & Siebel Processes

### **Enterprise eTime Client Service Consultant (Level I) - NAS**

ADP, LLC - June 2012 to April 2014

- Provided outstanding customer service when handling all client inquiries
- Provided support and technical assistance to ADP Time and Labor Management clients regarding issues with payroll software or time management software as needed

- Performed routine research and execute corrective action on client issues and questions concerning product or services
- Troubleshoot and resolved client technical issues ranging from database connectivity, configuration of software and network issues affecting the client environment
- Participated in new business orientation from Implementation Services
- Proactively made client calls to ensure customer satisfaction and retention
- Accurately documented client issues, resolution and interaction in a timely manner
- Effectively managed client relations as primary to 5 clients, and assisting with additional 47 clients as backup primary
- Effectively communicated to both clients and internal staff and work under pressure of time constraints

#### OTHER WORK EXPERIENCE

##### **Expert Apple**

Best Buy - Atlanta, GA - January 2011 to June 2012

##### **Senior Associate**

Best Buy - Atlanta, GA - April 2010 to June 2012

##### **Shift Manager**

Pizza Hut - Atlanta, GA - February 2009 to March 2010

##### **Sales Associate**

The Shoe Department - Atlanta, GA - May 2007 to May 2009

#### EDUCATION

##### **Bachelor's Degree in Business Administration in Information Systems**

Kennesaw State University - Kennesaw, GA  
2016

##### **Associate's Degree in Business Administration**

Georgia Perimeter College - Dunwoody, GA

#### SKILLS

Ultipro (1 year), Ultipro Time & Attendance (1 year), ADP EeTime (2 years), Salesforce (1 year), Siebel (2 years), Microsoft Office (7 years), Mac OS X (5 years), Windows (8 years), Microsoft SQL Server (2 years)

#### LINKS

<https://www.linkedin.com/in/juanvaldezjr>

#### ADDITIONAL INFORMATION

##### **SKILLS**

- Outstanding analytical, problem-solving, and troubleshooting ability
- Highly organized, detail oriented, and accurate with exceptional follow-up skills
- Ability to multitask, including multiple high priority issues and able to set and manage expectations
- Both independent and team worker, as required