

OLIVIA PYSKOTY

Operations Specialist |  SAN FRANCISCO, CA | (570) 574-9256

◦ DETAILS ◦

San Francisco, CA
(570) 574-9256
olivia.pyskoty@gmail.com

◦ LINKS ◦

[LinkedIn](#)

[GitHub](#)

◦ SKILLS ◦

SalesForce

Microsoft Office Suite

Adobe Acrobat Pro

Google Suite

JavaScript

Python

Git

GitHub



EMPLOYMENT HISTORY

Operations Specialist Level III at Square Inc (Payroll Product), San Francisco, CA

October 2019 — May 2020

- Drove new product feature from start to finish that allowed customers to pay extra to have Square Payroll file amended tax returns on their behalf resulting in a total of \$30k in generated revenue.
- Worked cross-functionally with Square Inc's internal tax and legal teams to ensure the new product feature remained compliant with sales tax and all existing terms and conditions
- Manually filed quarterly and annual amended payroll tax forms for the federal government and all 50 states
- Communicated directly with customers via email and internal invoicing product on all billing matters and delivery of said amended tax forms
- Created and documented product requirements to work with the Operations engineering department so that they have the necessary information to build new product features

Operations Specialist Level II at Square Inc (Payroll Product), San Francisco, CA

October 2017 — October 2019

- Reviewed customers' payroll data from their previous providers to ensure reports were complete and compliant with Square Payroll's tax filing system, and reached out via email when more information was needed
- Successfully transferred thousands of customers' payroll data from their previous payroll provider into Square Payroll's system
- Led project to streamline the process of providing customers with a better experience when uploading their prior payroll reports in product
- Trained new employees on Square's internal system, payroll product, and Operational procedures

Senior Contracting Associate at InstaMed Communications, LLC, Philadelphia, PA

June 2014 — September 2017

- Created contracts in SalesForce to track enrollment, onboarding, and renewals in collaboration with Sales and Implementation teams
- Develop and maintain working relationships with partner banks and insurance payers/trading partners
- Final QA review of Merchant Applications received from Sales to ensure that customer completed documents according to proper compliance and legal terms
- Promoted from Contracting Associate to Senior Contracting Associate
- Promoted from Customer Service Associate to Contracting Associate



EDUCATION

Bachelor of Arts in English, Saint Joseph's University, Philadelphia, PA

August 2010 — May 2014

Minor: Psychology