

## Shannen Grimes

Nashville, TN

615-268-3964

shannengrimes@yahoo.com

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### EMPLOYMENT HISTORY

#### **IT Convergence, Nashville, TN**

January 2018 – February 2019

##### Sr. IT Business Consultant - Cummins Inc.

- Key Project Lead implementing ADP GlobalView SAP System for the US
- SharePoint Administrator/Developer
- Developed multiple SharePoint OOTB sites for various business needs
- Developed multiple complex workflows with Nintex, tags and document libraries
- Designed dashboards with Excel, Power BI, SharePoint and Power Point
- Confluence and JIRA Administrator
- Supported Post Project activities for a previous SAP implementation project based in Canada
- Collection, Analysis, and Reporting on mass quantities of data
- Performed product testing for application enhancements and patches
- Process mapping and gap analysis
- Utilized Six Sigma Tools and Techniques in daily work
- Trained in Scrum and Agile Techniques (Certified Scrum Master)
- Partnered with leadership to create an issue tracking system with reporting capabilities
- Developed databases to support automated processes
- Assisted Project Team with interviewing potential team members

#### **American Blue Ribbon Holdings, LLC, Nashville, TN**

June 2013- January 2018

##### Sr. Payroll Analyst

- Core project team member while transitioning from JD Edwards to Ceridian Dayforce
- HRIS System administrator
- SharePoint Team Administrator
- Set requirements and developed automated processes with developers and operations
- Performed system testing and implementation
- Maintained Vertex tax updates in the system, System interfaces and vendor feeds, and Escheatment Process
- Implemented Analyzed data via SQL and provide reporting for business decisions
- Served as Back-up for payroll director and manager
- Troubleshoot issues within the HRIS system
- Created and troubleshoot unemployment tax files for multiple states
- Reporting for state, federal and local audits
- Assisted with year-end and reporting to government agencies for more than 50,000 employees
- Consolidates FEIN's and set up new ones

#### **Aetna (Formerly Coventry Health Care), Franklin, TN**

September 2007- May 2013

##### Pharmacy Business Analyst

- Pharmacy operations liaison between Coventry's various health plans and the pharmacy vendor
- Point of contact for locations and outsourced vendors regarding claims, eligibility and interface issues
- Assess accuracy of benefit builds, troubleshoot issues, document business needs and translate to vendor
- Track and measure benefit builds and issues
- Document processes and create process improvement
- Created and maintained dashboards
- Analyze data and provide reports for decision making
- Managed SharePoint Sites and internal Access databases
- Implementations, SME and responsible for UAT

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### **American Standard Shared Services, Nashville, TN**

April 1999- September 2007

#### **Payroll Functional Lead (Supervisor)**

- Supervised the payroll/benefits team for the US as well as Expats
- Managed benefits administration from new hire to termination
- Managed automation of banking systems in coordination with HRIS and Treasury
- Managed and Administered Employee Stock Purchase Plan and Supplemental Savings Plan
- Gathered, prepared, analyzed and communicated reporting and audits for Benefit and HR
- Point of contact for locations and Vendors regarding claims, eligibility and interface issues
- Implementation of HRIS systems, policies, and SLA's
- Implemented and managed a Service Awards and Tuition Reimbursement programs
- Manage and run Vendor Interfaces and their respective error reports
- Perform SOX Audits and Narratives
- Project improvements and automation of business processes throughout the organization
- Managed and participated in Six Sigma projects during company reorganization efforts

### **Staffworks, Seymour, CT**

May 1998- January 1999

#### **Client Service Representative**

- Cold Sales Calls
- Employment verification
- New hire reporting
- Recruitment via job fairs, Dept. of Labor and walk-ins
- Collect timesheets, update attendance records
- Responsible for Worker's Compensation and Cobra letters

### **Corporate Staff Services, Seymour, CT**

May 1995- April 1998

#### **Payroll Coordinator**

- Responsible for all aspects of internal and external multi-state payroll processing
- Benefits administration from new hire through termination
- Resolving issues between members and the vendor
- New hire reporting
- All aspects of banking, including tax filing and payments
- Collect timesheets, update attendance records
- Responsible for Worker's Compensation and Cobra letters

## **TECHNICAL SKILLS**

Advanced Excel, Access, PowerPoint, Project, Visio, PeopleSafe, PeopleSoft, IDX, Express Scripts, Microsoft SQL, Minitab, JD Edwards, Red Prairie, Kronos, SAP interfaces, Ceridian Dayforce, ADP (Multiple platforms), Vertex, SharePoint, Ultra Edit, Peladon, Power Bi, OneNote, OneDrive, Skype Advanced, Nintex, InfoPath, SAP GlobalView, Box, Confluence, JIRA

## **EDUCATION/TRAINING**

Graduated Seymour High School, Seymour, CT

Oracle, Benefits Administration

Oracle, Query Writing and Reporting

PeopleSoft Payroll, Benefits and Query writing

American Payroll Association (APA)

National Association of Professional Employer Organizations (NAPEO)

Middle Tennessee Society for Human Resource Management (MT-SHRM)

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Six Sigma Green Belt Certified

Dayforce Training

Certified Scrum Master