

# Joseph Iannazzi

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## Summary

Seeking a Payroll role with 14 years of experience in administrative and financial operations. Expertise in payroll processing, knowledge of payroll software, and understanding of tax regulations, demonstrated through roles as an Office Administrator where payroll duties were a key responsibility. Strong analytical and organizational skills, ensuring compliance and efficiency in payroll and HR functions.

## Work Experience

### Enterline Law

*Office Administrator* | Tulsa, OK/Remote | Apr 2020 - Sep 2024

- Coordinated appointments and managed schedules, contributing to streamlined office operations and improved time management.
- Implemented a new filing system that enhanced document retrieval efficiency, facilitating a more organized office environment.
- Utilized legal management software to optimize document processing and scheduling, reducing administrative workload and improving communication.
- Assisted in payroll processing and maintained employee records, ensuring compliance with legal and organizational standards.

### FedEx Ground

*Delivery Operations Manager* | Broken Arrow, OK | Oct 2019 - Aug 2024

- Optimized delivery routes, resulting in reduced delivery times and improved customer satisfaction.
- Trained and mentored new drivers, enhancing their skills and knowledge to increase operational effectiveness.
- Coordinated scheduling and customer communications, supporting efficient delivery operations.

### Ruth Shaw

*Office Administrator* | Bixby, OK/Remote | May 2020 - Apr 2023

- Managed client communications, including emails and scheduling, to ensure timely responses and efficient organization.
- Coordinated and accompanied clients to appointments, facilitating access to necessary services and improving client satisfaction.
- Assisted in developing personalized care plans, contributing to enhanced service delivery.
- Supported payroll processing and employee onboarding, enhancing HR operations.

### Ricalday

*Office Administrator* | Tulsa, OK/Remote | Jan 2018 - Nov 2022

- Developed and implemented standardized office procedures, reducing administrative errors and enhancing operational efficiency.
- Managed financial operations, including transaction management, statement reconciliation, and payroll processing, effectively streamlining processes and minimizing errors.
- Collaborated with cross-functional teams to enhance project management and improve office coordination.
- Conducted employee training sessions to improve compliance and operational standards.

### Oklahoma Custom Courier

*Administrative Assistant* | Broken Arrow, OK/Remote | Jan 2016 - Oct 2019

- Coordinated time management methods to ensure punctual freight delivery, enhancing overall process efficiency.
- Streamlined delivery routes and reduced fuel costs through effective route planning and optimization.
- Successfully resolved delivery issues and customer complaints, consistently maintaining a high level of customer satisfaction.

### Enterprise Holdings

*Billing Specialist (Promoted From Phone Operator)* | Tulsa, OK/Remote | May 2016 - Jan 2018

- Delivered exceptional customer service by resolving complex issues, earning multiple accolades for performance excellence.
- Assisted in training new operators, enhancing team effectiveness, and consistently exceeded monthly call handling targets by maintaining an average call duration 20-30% below benchmarks.
- Resolved billing issues through collaboration with cross-functional teams, leading to a reduction in customer complaints and recognition for performance.

- Streamlined the billing process by automating manual tasks, which reduced processing time and consistently met or exceeded monthly billing targets.
- Conducted regular audits of billing records to ensure accuracy and compliance with regulatory requirements.

### **Alpine Roofing**

*Office Administrator* | Tulsa, OK/Remote | Jun 2013 - Dec 2017

- Led a team of administrative staff, enhancing performance through effective training and guidance.
- Implemented a new payroll system that improved efficiency and reduced processing time.
- Developed and maintained vendor relationships, managing financial records to ensure accuracy.
- Supported HR functions by assisting in recruitment and employee onboarding processes.

### **Holiday Inn Tulsa City Center**

*Administrative Assistant* | Tulsa, OK | Mar 2015 - May 2016

- Collaborated with multiple departments to enhance guest experiences, improving cross-functional communication and teamwork.
- Assisted in coordinating and executing events and conferences, ensuring smooth operations and high levels of guest satisfaction.
- Maintained accurate guest records, contributing to improved communication and personalized service, while managing check-ins and checkouts with an average guest satisfaction rating of 95% or above.

### **Enterprise Rent A Car**

*Administrative Assistant* | Tulsa, OK | Apr 2013 - Mar 2015

- Received multiple commendations for exceptional service, contributing to enhanced customer satisfaction and loyalty.
- Resolved customer disputes and billing discrepancies, achieving a 15% reduction in escalations and fostering improved customer trust.
- Collaborated with the operations team to enhance vehicle maintenance processes, leading to a 20% decrease in vehicle breakdowns.

### **National Roofing**

*Office Administrator* | Broken Arrow, OK/Remote | May 2010 - May 2012

- Migrated email system to a cloud-based platform, enhancing reliability and accessibility while implementing a file retention policy to improve performance and compliance.
- Developed a comprehensive cleaning checklist for job sites, contributing to a positive company reputation.
- Assisted in payroll processing and maintained employee records, supporting HR functions.

## **Education**

### **Northeastern State University**

Bachelor of Business Administration

### **Tulsa Community College**

Associates Degree, Business Administration

## **Certifications**

**Microsoft Office** | Tulsa Technology Center Riverside Campus

**Diploma in Understanding Medical Terminologies** | Alison

**Diploma in Project Management** | Alison

**Best Practices for Remote Work** | Alison

**Project Management** | Saylor Academy

**Small Business Management** | Saylor Academy

**Management Leadership** | Saylor Academy

**Cisco CCNA** | Tulsa Technology Center Riverside Campus

**A+** | Tulsa Technology Center Riverside Campus

## **Skills**

Payroll Processing, Knowledge of Payroll Software, Understanding of Tax Regulations, Confidentiality, Analytical Skills, Organizational Skills, Time Management, Proficiency in Microsoft Office Suite, Customer Service, Communication, Problem-Solving, Attention to Detail, Scheduling, Email Management, Teamwork, Administrative Support, Calendar Management, Office Coordination, Data Entry, Multitasking, Basic Accounting, Adaptability, Basic Math Skills, Administrative Duties, Independence, Multi-Tasking, Communication Skills, Proficiency in Payroll Software, Data Analysis