**Jay**

Jay@Jay.com

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**EDUCATION**

**The University of Texas at Austin** August 2011 – May 2016

* **Graduation in Spring 2016 with a Bachelor of Science in Nutritional Sciences**
* **Didactic Program in Dietetics** | coursework in chemistry, biology, organic chemistry, biochemistry, genetics, food science, medical nutrition therapy, nutritional counseling, HAACP, and foodservice systems

**EXPERIENCE**

**Service Support Specialist II** – *West Core Resolution SSS* May 2018 - Present

* Assistance in answering questions for all West Core region specialty teams, including our resolution team, loyalty team, Amazon team, and CPA Helpdesk team
* Development of current resolution associates into future new hire coaches and service support specialists for the region
* Coaching of resolution associates in working with client escalations and teaching of de-escalation technique aimed towards client retention
* Administration of ongoing resolution training courses for West Core, conducted on a monthly basis, including Advanced Special Calculations, Restaurant Payrolls, Employee Onboarding, Benefit Accruals, Advanced Deferred Compensation, Payroll Ledger Processing, and Keying Amendments
* Assistance in providing feedback for new product roll-outs such as the Prior Quarter Adjustment Anytime product released for Workforce Now

**Client Support Specialist III** – *West Up-Market Account Manager* January 2018 - April 2018

* Management of assigned Up-Market client accounts, serving as a liaison on behalf of the client for benefits, time and labor management, and tax
* Back-up resource to managers for client escalations for Account Managers that struggled to maintain their own accounts
* Supporting of newly implemented clients transitioned into the Up Market in structuring their payroll processing that best suited their needs for their company

**Client Support Specialist II** – *West Core Resolution Associate* August 2016 - December 2017

* Assistance with incoming phone calls for the region, while balancing tier two case assignments, assigned manager escalations, and assigned payroll reruns
* Usage and mastery of varying HCM related systems pertaining to my role including SAP, General Ledger, Wage Garnishment Processing System, Autopay/Mainframe, MR2000, Workforce Now, and Smart Compliance
* Maintenance of tier two related tasks topics, encompassing deferred compensation, General Ledger Infolink, payroll reruns, advanced special calculations, Workforce Now Time Off, and Benefit Accruals

**LEADERSHIP AND DEVELOPMENT EXPERIENCE**

* Fundamental Payroll Certification
* Assistance with creation of Payroll Rerun and Hot Delivery CEH Wizards
* Training of nine new hire coaches/SSS’s for the region
* Participation in PQAA product round table in New Jersey

**REFERENCES**

* John Doe John.Doe@JAY.com
* Amy Doe Amy.Doe@JAY.com