

**Dustin Pritsch**

220 Ethel Avenue  
Cicero, IN 46034  
(317)-675-8377  
dlpritsch@gmail.com

**Objective**

A challenging and rewarding position in a leadership role.

**Summary of Achievements**

Promoted to Project Team Lead after 7 months of employment with Tyco Integrated Security.  
Strong background in customer service and staff development.  
Employee of the Month (Paychex ESR Department May 2017)

**Experience****Aerotek (Tyco Integrated Security)**

*Reprogramming Agent January 2013-July 2013*

Responsible for handling inbound technician calls, remote reprogramming, building non-monitored accounts, floor walking, and auditing co-workers. Knowledgeable of MasterMind, Compass and DLS 2002.

*Project Team Lead July 2013-November 2013*

Responsible for monitoring call queues, managing agents, reviewing quality control reports, introducing and supporting new projects and procedures, training new hires, adjusting and monitoring attendance of agents and working to create a consistently efficient and positive work environment.

**Tyco Integrated Security**

*Collector II November 2013- January 2014*

Responsible for taking inbound calls and making outbound calls to customers and pursuing payments. Work with Sales Reps, Install Managers, and Sales Managers to resolve billing issues for customers. Required to meet daily inbound and outbound call and collections metrics.

*National Account Administrator January 2014-September 2015*

Responsible for developing relationships with high balance national account customers. Work with National Sales Reps, local installation offices and billers to ensure that customers receive accurate invoices, resolve customer concerns and questions and reach accounts receivable goals.

**Comcast**

*Customer Service Representative October 2015-June 2016*

Responsible for resolving customer's service and billing issues, processing payments and meeting sales goals and call handle metrics.

**Lancesoft (Paychex)**

*Dedicated ESR Representative July 2016-January 2017*

Responsible for managing a large client base and ensuring timely and accurate filing of 1094-C and 1095-C forms for clients to ensure compliance with the Affordable Care Act. Processed client health coverage information. Developed training and workflow processes in order to improve productivity and efficiency of team members and the department as a whole.

**Paychex**

*Dedicated ESR Representative January 2017-June 2017*

Continued developing training and workflow processes. Presented training materials to upper management for approval. Following approval, then implemented training materials to representatives in a formal training setting.

*Dedicated Payroll Specialist June 2017- Present*

Responsible for handling payroll processing and corrections for a large client base. Responsible for inter-department communication in resolving client issues with payroll, time and attendance, quarterly and annual tax filings. Responsible for educating clients on the Paychex Flex platform to ensure a self-sufficient client base.

**Education**

Carmel High School, Carmel, IN  
Academic Honors Diploma, 2005

Ball State University, Muncie, IN  
2006

**Special Training**

Proficient with the following programs and operating systems and software:

Paychex Flex  
Salesforce  
Microsoft Office Suite  
WebEx