**Charlotte J. Johnson**

**533 Buckingham Place**

**DeSoto, TX 75115**

**(469) 245-7287 Cell**

**[cjcjohnson17@gmail.com](mailto:cjcjohnson17@gmail.com)**

**June 2018– Present Federal Reserve Bank-Dallas**

**2200 N. Pearl Street Dallas, TX 75201**

**(972)250-9500**

**Customer Service Representative**

Call Center Representative responsible for incoming calls to set up Direct Deposit and Direct Express Mastercard for individuals that receive Social Security Pension, Social Security Disability, Veterans Pension and Veteran Disability Payments.

**February 22, 2011 – Texas Dept of Human Services**

**September 1, 2017 121 Westgate Drive**

**Waxahachie, TX 75165**

**(972) 923-3141**

**Clerk IV**

Redetermination Coordinatior for HHSC Region 3 reporting to Program Director. Duties included determining the number of statewide redetermination cases due by utilizing the DG001 report and completing calculations. Daily DG001 reporting to 7 Unit Supervisors of outstanding redeterminations and research of new tasks appearing on report. Daily assignmeny of tasks to all Units and other regions.

**November 6, 2006 – Trevino Mechanical Contractors**

**January 21, 2009 9806 Brockbank Drive**

**Dallas, TX 75220**

**(214) 379-0505**

**Human Resources/Payroll Administrator**

Using Computerease softwareweekly payroll processing for 250+ union and non-union employees which includes the data entry of timesheets, check printing, distribution and solving payroll related issues. Administration of garnishments, new hire orientation and set-up in database; fringe benefit reconciliation and payment; benefit open enrollment; Texas Workforce Reporting; New Hire Reporting; 401K Reporting; Child Support Payments; 941 Tax Payments and Quarterly 940, 941, SUTA and FUTA preparation and payments.

**December 1999- Sitel Corporation**

**April 25, 2005 13175 NW Bennett**

**Hillsboro, OR**

**HRMS/Payroll Administrator**

Oversee payroll timekeeping and paycheck administration for the Oregon General Motors call center of 1000 employees using ADP KRONOS E-TIMESHEE Reporting and reconciliation of hours to Finance administration for client billing. Client is General Motors.

Administering the non-exempt evaluation program by distributing monthly reports to managers regarding due/overdue performance reviews. Reconciliation of information between ORACLE HRIS and ADP E-TIME, performing audits for accuracy and integrity. Enter data into ORACLE HRIS for new hires, terminations, transfers, address changes, etc.

**Education** Los Angeles Trade Technical College (Los Angeles CA)

Heald Business College (Oakland, CA)

Alameda College (Alameda CA)

Portland Community College (Portland OR)

**Licenses** General Lines Agent

Life,Accident,Health & HMO

**Computer** Microsoft WORD

**Skills** Microsoft EXCEL

Microsoft Outlook

ORACLE

Peoplesoft 8.8

Bi\_Tech Payroll Software

ADP KRONOS

ADP E-Time

ADP ETimesheet

Quickbooks

Ultipro

References available upon request