**Nancy Willis**

**Monroe, NC 28112**

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**704-989-2332**

Self-directed and highly motivated payroll professional with over 20 years experience. Effective at multitasking and working under pressure to accomplish overall daily tasks, Committed to accuracy and identifying and resolving payroll issues with a proven record of productivity, quality and integrity.

**Work Experience:**

**Senior Payroll Processor**

**Family Dollar - Charlotte, NC**

**2007 to Present**

* Create and load visa pay cards using ADP (3rd party payment vendor)
* Utilize Oracle and Kronos for processing all weekly payroll functions for over 58,000 employees in multiple states.
* Research fraudulent checks.
* Support the Payroll Manager with all production issues for the team.
* Monitor changes to California rules and guidelines to avoid any penalties.
* Train, support and manage a team of 4 to 8 processors and administer daily tasks.
* Partner with Human Resources to handle returned Direct Deposit Payments, including re-issuing to different accounts or issuing payment to pay cards.
* Create SOP (Standard Operating Procedures)
* Analyze discrepancies between punches and what was paid.
* Process wage statement claims for workers compensation from Sedgwick.
* Run weekly interfaces in Kronos to apply rules to punches (resolve any errors found in the interfaces).
* Perform payroll processes. A portion of these processes must be initiated after department work hours.
* Run interfaces that export time for Stores, Distribution Centers and Corporate team members from Kronos, and import into Oracle.
* Validate totals from Kronos and Oracle match.
* Following payroll processing, review and resolve variance spreadsheets provided by payroll analyst (i.e. rate variances, extremes, hour variances, multiple historical edits, vacation).
* Process Restitutions, Retro pay, Bonuses and historical edits
* Process, send and release for viewing, on-line pay stubs for all team members, via third-party vendor under strict deadlines. Create daily files for off-cycle payroll runs, for paystubs to be posted on-line.
* Reset passwords for team members via the website. Maintain reconciliation report each week to confirm all stubs have been posted.
* Assist Store Operations partners with questions about payroll charges.
* Perform entries in Kronos for Leave Of Absence, PTO hours and final vacation exceptions.
* Partner with internal and external clients to research and resolve payroll related inquiries, log information into Enwisen.
* Utilize Wells Fargo website to submit inquiries, stop payments, issue/cancels for paper checks, and submit reversals for ACH deposits.
* Provide information to team members/employees on payroll matters and tax issues.
* Assist Team Relations with researching, resolving and processing any payment due.

**Payroll Processor**

**Family Dollar**

**Charlotte, NC**

**1998 to 2006**

* Close Payroll for approximately 8000 stores by contacting Store Operations field personnel. And maintaining spreadsheets for store managers.
* Build Hyper finds and use Genies within Kronos to identify issues
* Manually enter punches into Kronos for new stores.
* Process Quick Pays for Advance Wage Payments in states that require immediate payments for terminations.
* Process errors from Bee Batch and payroll runs before Nacha files are submitted.
* Adhere to strict deadlines.
* Process PAF's to initiate any retro payments.

**Education**

## High School Diploma

Central High School

Pageland, SC

**Skills**

Customer Relations, Data Entry, Detail-oriented, Kronos, Oracle

**Additional Information**

SKILLS

* Advance skills in Microsoft Word 2010 • Time management
* Microsoft Excel • Decision Making
* Oracle Financial Application 11i • Problem Solving
* Oracle Financial Application R12 • Analyze information
* Kbace reporting • Data Entry
* Kronos • Confidentiality
* Enwisen • Detail-oriented
* Customer Relations • Communicate effectively
* Vista • Strong team player and team leader
* MHC Document Express • Meticulous with numbers