**Andrea Quercia**

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**Summary of Qualifications**

* Human Resources professional with diverse experience in HRIS, Recruitment, Employee Relations, Training, and Customer and Employee Services
* Supervisory experience
* Strong organizational skills, oral and written communication skills
* Work under pressure and under tight time constraints
* A team player in all aspects of departmental operations
* Proficient in PeopleSoft 9.0-9.2 Human Resources Transactions, and Position Management Modules

**Experience**

09/09 – Present **Metropolitan Transportation Authority, Business Service Center, New York, NY**

***Assistant Director, HRIS***

* + - * Responsible for managing the day-to-day work of the HRIS team and ensuring the quality of work and the adherence to contract stipulations.
      * Resolve outstanding HR issues for all MTA Agencies encompassing over 65,000 employees, and respond to inquiries regarding personal, compensation and employee job data.
      * Responsible for the monitoring of all HRIS process and ensuring the adherence of all BSC guidelines.
      * Work on designing and developing training for all Agencies and BSC staff on PeopleSoft HCM.
      * Work with each BSC department to design and implement the HRIS system for the Center which tracks every change involving BSC employees, including system upgrades.
      * Responsible for the monitoring and resolution of outstanding HR/Payroll issues agency-wide.
      * Troubleshoot HR System Production issues and work with Security / IT for all issues relating to the online Personnel Action Requests and Position Update Request process.
      * Perform process reviews of HRIS functional disciplines with assigned MTA agencies to learn if the existing procedures and current systems are essential for business.
      * Work with IT departments to test all approved workflows within PeopleSoft.
      * Coordinate the design and development of the HRIS working guide for all procedures.
      * Assist the HR Director in collaborating with each MTA Agency HR in the continued design and development of the shared services functional environment.
      * Work with outside consultants for the workflows and project planning of the BSC, and internally in IT/HR.
      * Assisted in the development and enhancement of HR processes identified in the implementation, design, build, and testing phases.
      * Serve as liaison between all MTA Agencies and the Business Service Center in the processing of all hierarchy requests (i.e., company reorganizations, department tree and position updates).
      * Maintain and oversee the processing of MTA new hires via Manage Hire.

10/07 – 09/09 **Metropolitan Transportation Authority, Headquarters, New York, NY**

***Assistant Manager, HRIS***

* Manage the work of HR Assistants responsible for data entry into PeopleSoft, maintenance of employee personnel files, verifications of employment, and customer service.
* Performs regular audit of data input. Maintains HR-related setup tables in PeopleSoft (e.g., locations, positions, departments and company property IDs) through manual and/or programmatic updates.
* Responsible for the HR Department Tree function.
* Manage the PAF process and to ensure their validity and that all necessary approvals are received before processing
* Work with Financial Management on position management issues; analyze budgets vs., actual headcount data.
* Manage transit pass administration procedures for MTAHQ employees and retirees, including annual renewal of commutation and business passes.
* Provide coaching and training to HRIS personnel on daily work activities and provides guidance to HR Liaisons and other HR employees on standard operating procedures, processes and requirements.
* Review HRIS data through recurring and ad hoc queries to ensure data integrity.
* Develop written specifications for IT to request modifications to delivered functionality or existing table data, or custom reports and workflows.
* Generate recurring and ad hoc reports to meet the needs of the department and its customers.
* Review and update the HRIS SOP and User’s Manual to be in line with current processes.

05/04 – 10/07 **The Bank of New York, New York, NY**

***HR SVCS Admin / Human Resources Operations and Information Services***

***PeopleSoft HR/Benefits Administration***

* + - * Maintain changes to all HR foundation tables (i.e., organization, department, company, job, location).
      * Serve as liaison between HR and Finance in the processing of all hierarchy requests (i.e., company reorganizations, sector, division and department).
      * Responsible for the billing procedure of benefits for employees on Leave of Absence.
      * Reconcile and maintain arrears balances.
      * Assist with annual open enrollment.
      * Process all benefits for new hires.
      * Respond to inquiries regarding employee benefit and Leave of Absence issues.
      * Responsible for all outstanding payroll checks reconciliation.
      * Review and analyze the general ledgers for proving and aging report.

#### 12/99 – 04/04 **HR SVCS Admin / Human Resources Operations**

#### **PeopleSoft Security & Payroll Administration**

* + - * Managed bank-wide employee income executions (i.e., child support, IRS Levy).
      * Corresponded daily with government agencies, city marshals and attorneys.
      * Researched legal matters regarding employee wage attachments.
      * Reconciled garnishment accounts for the monthly proving and aging report.
      * Troubleshot garnishment and benefit issues with the Payroll Department.
      * Supported the application team to implement security requirements for each application/module, including configuring, deploying and maintaining PeopleSoft security for each environment.
      * Maintained permission lists, roles, user profiles and workflow security for multiple environments.
      * Managed PeopleSoft user accounts in multiple instances.
      * Developed procedures for granting security access to the user community.

1/96 – 11/99 ***Payroll Accountant / Personnel Operations - Profit Sharing Division***

* Reconciled all biweekly reports related to Profit Sharing, 401(k), and voluntary stock contributions.
  + - * Served as liaison between employees and the 401(k) / Profit Sharing Vendor.
      * Responsible for monthly and biweekly processing of all accounting transactions.
      * Provided financial reports for voluntary stock purchase and contributions.
      * Prepared monthly control and balance sheets for all funds and manual loan repayments, relating to payouts, hardship withdrawals, installments, fund transfers and rollovers.
      * Analyzed and summarized Corporate Trust Accounts.

6/92 – 1/96 **Coopers & Lybrand, L.L.P., New York, NY**

***Payroll Coordinator***

* + - * Managed global payroll for over 2000 employees.
      * Processed payroll forms on terminations, transfers, new hires and bonuses.
      * Gathered sensitive and confidential information regarding compensation, disability, benefits, garnishments and severance.
      * Responded to telephone and in-person inquiries and perform special projects as assigned.

## Education: St. Francis College, Brooklyn, NY

Bachelor of Arts in Communications, February 1992

Magna Cum Laude

**Skills:** PeopleSoft HCM 7.5 - 9.2, PeopleSoft Financials, Microsoft Office: MS Word, MS Excel, MS Power Point, Microsoft Outlook, MSA Payroll, WordPerfect, Lotus Notes, Group Wise