



4/2024 – Current, Knowing Technologies, Contractor

- Build policies, develop documentation standards and best practice resources to mitigate risk.
- Design, implement, and monitor operational efficiency and compliance in HR + Operations processes.
- Executes cross-functionally with teams and oversees external vendors on procurement deliverables.
- Manage user access, configure settings/workflow rules, and troubleshoot various operational software systems.
- Manage and support employee relations, compensation, benefits, and performance management.

11/2020 – 1/2024, GlobalGiving, Billing and Revenue Manager

- Onboard corporate partner contracts in financial systems maintaining ASC 606 compliance
- Manage end to end invoicing cycles, update revenue tracking systems
- Manage employee training, performance, and long-term professional development
- Leading all development of long term goals, achieving KPIs, and strategies for system improvements
- Primary stakeholder of financial operations system rebuild in financial systems
- Lead change management of bookkeeping, administrative, and analytical tasks relating to revenue

3/2019 – 2/2020, Willis Towers Watson, Business Analyst III

- Build and maintain strong client facing consulting relationships as well as internal relationships across work streams in Health & Welfare Group Marketplace Services.
- Manage client deliverables that meet or exceed expectations, and train clients on the use of new tools.
- Develops test plans and finalizes root cause analysis or resolution.
- Ensure appropriate financial measures are in place to control costs, meeting or exceed revenue goals.

7/2017 – 3/2019, Willis Towers Watson, Multi-Client Services Administrative Governance Leader

- Drive superior administrative results for Financial, COBRA, Dependent Verification services and systems.
- Develop, implement, and monitor standard operating procedures, and best practice standards to comply with service organization controls (SOC1 & SOC2), or meet service level agreements (SLA).
- Partner with quality and governance leaders on change management initiatives to drive improvements.
- Serve as a resource in understanding career development and safeguard succession plans at all levels.

08/2008 – 7/2017, Willis Towers Watson, Business Analyst I -Financial Solutions Team Manager

- Oversee the daily SaaS administration of the Financial Solutions service including support for other service offerings such as; Direct Bill, Vendor Billing, Claim Payments, Benefit Connect, and COBRA.
- Manage compliance documentation. Facilitate internal and external SOC audits.
- Manager, mentor and trainer for 30 associates East US, West US, and the Philippines.
- Design new administrative processes, system specifications/configurations, and manage rollout.
- Primary contact with client and vendors and escalation point for inquiries related to ancillary services.

Education:

- *Bachelors Business Administration and Management, Candidate* | 4.0 GPA | University of the District of Columbia, D.C.
 - *Relevant Coursework:* Principles of Accounting I & II
- *High School Diploma, Graduate 2002* | Abraxas High School Poway, CA

Skills:

- | | |
|--|--|
| ● Salesforce | Reseller Systems (Cisco, D&H, TD Synnex, |
| ● Netsuite | Zoom, VOIP Supply, APC Schnieder, |
| ● Quickbooks | Verkada, and more) |
| ● SaaS (H&W Benefits, Billing) | ● Performance Management |
| ● Connectwise + CPQ | ● Lattice |
| ● Manufacturer + Distributor Quoting & | ● Insperity |

- Ubiquity
- Trackstar Hiring
- E-Verify
- Checkr
- Emburse
- Microsoft SQL Management Studio |
MySQL | Metabase
- Microsoft Dynamics GP
- G-Suite
- Microsoft Office Suite
- Documentation Management
(Jira/Confluence/Acadia)
- Vendor Management (Payment Systems +
Banking)
- High Emotional IQ