

JENNIFER RAE

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SUMMARY

PAYROLL, BENEFITS, & HUMAN RESOURCES SPECIALIST

Extensive experience and track record of contributions to payroll, benefits, and HR operations efficiency, quality, and accuracy. Proactive problem solver and strong individual and team contributor. Articulate communicator with ability to establish genuine rapport with people from all walks of life. Adaptable, focused, and effective.

- Consistently completes projects and tasks ahead of deadline.

EXPERIENCE

REPUBLIC SERVICES | King of Prussia, PA. 2003 to Present.

Payroll Administrator/HR Coordinator—Administer multi-state payroll, benefits, and HR operations. Serve as the Employee & Benefits liaison and coordinator for two sites and manage payroll for 1,100 employees at 19 sites in 5 states. Develop and deliver new hire orientation training and technology training. Conduct analyses to identify opportunities for process improvements, standardization, and economies of scale. Experience in acquisitions integration. Routinely collaborate with senior management across all sites.

- Created process improvements, guides, and standardized forms, including a benefits documentation repository, visual guide for pay calculations, payment preference designation forms, and paid-time-off buyout/rollover forms, facilitating efficiency and ease-of-use.
- Devised data merging process and trained colleagues, reducing weekly data management time.
- Championed and implemented digitization of records, improving accuracy, rapid retrieval, and updating.
- Created a standardized yet customizable communication template for Payroll Administrators.
- Wrote and designed the procedural book for incoming Payroll Administrators and HR Coordinators.
- Reduced payroll administration staff and costs by 25% while sustaining level of productivity and service.
- Co-devised webinar concept, content, and program, creating guides and teaching best practices.
- Collaborated on streamlining open enrollment, improving timeliness and employee compliance.
- Converted hundreds of employees from incentive pay to a flat hourly rate.
- Instrumental in improving employee retention in a high-turnover industry.
- Built exceptional relationships with team members, management team and corporate staff.
- Chair, Valley Forge Division Safety Committee, Committee Member of the Area safety Committee, EPOC at Valley Forge and the Recyclery.
- Promoted from Payroll Processor to Payroll Administrator and additionally assumed the duties of HR Coordinator.
- Received formal recognition at the 2019 employee appreciation event, as well as emails and verbal recognition.

HERDER'S CUTLERY | King of Prussia, PA. 1998 to 2003.

Manager—Managed all aspects of day-to-day operations, benefits, employee recruitment, training, and hiring, marketing, inventory control, and financial management.

- Promoted from Store Associate to Manager.

EDUCATION _____

Credits toward Associate's degree in Criminal Justice | Montgomery County Community College.

Representative Professional Development | Information Security Awareness, Privacy Policy, Immigration Compliance Absolute, Absolutes and Standards, Preventing Phishing, Influence & Persuasion, Employee Engagement, Workforce Central, numerous Lawson HR courses.

TECHNOLOGY _____

Workday, Kronos, Infor Lawson, Infinitum, UltiPro, ADP, Microsoft Office (Word, Excel, PowerPoint, Access).

AFFILIATIONS _____

Volunteer, Martha's Choice Marketplace. 2017 to Present.

Board Member, Upper Merion Police Department Citizen's Advisory Board. 2013 to 2019.

Disaster Action Team Member, American Red Cross. 2013 to 2017.

First Responder/PR Coordinator/Volunteer, Lafayette Ambulance. 2013 to 2017.