

# LINDA THOMPSON, CPP

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## SENIOR-LEVEL PAYROLL AND HUMAN RESOURCES ADMINISTRATOR

Demonstrated expert in human resources management and payroll management with extensive experience in overseeing regulatory compliance, payroll, benefits, and staff recruitment. Proven track record of improving processes and reducing costs through design and implementation of task strategies and development of technical use and software. Excellent communication abilities and an eye for improving company processes increase employee satisfaction and decrease company turnover and costs.

*Additional core competencies include:*

- ✓ Relationship Building
- ✓ Benefits, Garnishments, & Deductions
- ✓ Process Improvement & Strategy Development
- ✓ Federal & State Regulations & Laws
- ✓ Payroll, Tax Filings, & Recordkeeping
- ✓ Written & Verbal Communication Skills
- ✓ Recruiting, Training, & Staff Supervision
- ✓ Auditing & Ledger Reconciliation
- ✓ Safety Training & Workers Compensation
- ✓ Staff Development & Orientation Programs

### Computer Skills Include:

- ✓ Microsoft Windows- 2012, 2010 and XP, Microsoft Outlook, and Microsoft Office Suite including Excel, Word and Power Point
- ✓ User and Implementation Specialist of ADP- Pay Expert, Essential Time (EZLM)/Enterprise, ADP Reporting, Workforce Now GL InfoLink, HRB (HR Benefits), ADP 1<sup>st</sup> Data Pay Cards
- ✓ Microsoft Dynamics Great Plains- 10.0, 2010 Payroll and HR and Business Portal module Administration
- ✓ Paycom Payroll Software

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## PROFESSIONAL EXPERIENCE

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ASCENDE, Inc. (formerly known as Employee Benefit Solutions, Inc.)

2011 – 2013

### *Human Resources / Payroll Specialist*

Supported day-to-day human resources functions and contributed to the long-term development of HR and payroll functions to provide comprehensive services to the staff within the company. Demonstrated expertise in payroll, staff supervision, employee benefits, staff recruitment and termination, and technical skills. Excellent interpersonal skills allow for long-term and beneficial relationships and an ability to coordinate with management to improve staff services.

- Performed all recordkeeping, payroll processing, and benefit supervision for over 500 employees
- Demonstrated knowledge of all rules, regulations, and company policies overseeing human resources
- Counseled applicants and employees on rules, benefits, procedures, and opportunities
- Recruited, supervised, trained, coached, and motivated a team of human resources staff
- Demonstrated ability to utilize payroll software including Microsoft Dynamics Great Plains and ADP's EZ Labor and a demonstrated knowledge of modern office procedures, processes, and technology
- Established, organized, and supervised the maintenance of records, ensuring confidentiality and accuracy
- Acted as administrator of the business portal software and completed all ACH uploads to banks
- Demonstrated expertise in benefits including 401k records, annual audits, insurance, and paid leave
- Completed all quarterly and annual tax returns and reconciliations including federal and state returns and prompt delivery of employee W-2's
- Managed and processed garnishments, benefit deductions, and paid leave accruals
- Processed recruitment and termination of employees and their benefits

HR Payroll/Client Service Group

2008 – 2011

### *Manager / Owner / Consultant*

Performed all management oversight of a payroll and human resources specialist company including payroll, office management, record keeping, profit and loss, cost reduction, team motivation, and remaining in compliance with regulatory oversight. Demonstrated ability to build long-lasting and profitable relationships and improve client satisfaction to increase and retain business.

- Completed investigations into human resources and payroll departments to ensure best practices and designed strategies and processes to improve systems and departments
- Assisted clients with implementations of ADP software and received referrals from ADP to assist new clients
- Drafted and audited employee handbooks and company rules and policies, assisted companies with open enrollment, and drafted and reviewed benefits plans
- Recruited human resources, payroll, and accounting professionals for clients
- Assisted clients with all stages of taxes and analyzed current and previous data, including quarterly and yearly amendments and year-end close audits
- Trained clients in use of ADP products including EZ Labor, HRB, and Pay Expert

***Payroll Manager / 401k Plan Administrator***

Managed all aspects of payroll and 401k including designing process improvement strategies such as more efficient software and improved staff training. Assisted the assistant human resources manager with installation and training on ADP's EZ Labor and ADP's HRB software, including investigation of best programs and implementation strategies.

- Managed, supervised, and trained the payroll assistant
- Designed and implemented the revamping of the payroll system to utilize ADP Pay-Expert features including automating the GL system, which increased efficiency and decreased errors
- Investigated issues of the 401k plan and performed intensive work to bring it into compliance with all regulatory mandates and company policies, including reconciliation to file a timely 5500
- Completed the year-end accounting audits and ensured accuracy and regulatory compliance
- Managed all employee garnishments and performed all payroll tasks for salaried and hourly employees

Texas Taxi / Yellow Cab Companies of House, Austin, and San Antonio

2006 – 2007

***Human Resources and Payroll Manager***

Oversaw management of all human resources and payroll tasks, including development of staff policies and procedures, company requirements, payroll processes, and time and attendance systems.

- Designed and implemented a new hiring process including development of a drug testing program and background check procedures and implementation of a new employee handbook
- Trained management personnel in areas including harassment and hiring/firing
- Created and implemented a new workers compensation, risk management, and safety program, resulting in a decrease in work-related injuries and workers compensation claims
- Utilized ADP's ETime 1000 to implement a new time and attendance system
- Managed all employee benefits and completed payroll in accordance with such deductions

Awty International School

1998-2005

***Human Resources / Payroll Manager***

Acted as manager overseeing human resources and payroll procedures to increase company efficiency and reduce costs associated with staff.

- Demonstrated expertise in accounting, payroll, staff supervision, benefits and taxes.
- Performed all recordkeeping, payroll processing, and benefit supervision of over 250 employees
- Managed preparation of all management reports and quarterly and year-end federal and state tax returns
- Recruited for staff positions, including overseas recruitment for teaching positions
- Tracked and submitted all documents relating to employee work VISAs, W-2s, and garnishments

Carriage Services, Inc.

1997-1998

***Payroll and Benefits Manager***

Air-Dreco Division of Sun Source Distributors

1995 - 1997

***HR / Payroll / Benefits Manager***

BSG Consulting, Inc.

1992 - 1995

***Payroll Manager***


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## EDUCATION & CREDENTIALS

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**Certified Payroll Professional** since 1994, ADP Certified Payroll Specialist

**Seminars/Conferences:** 1994-2011 APA Payroll Tax Forum Year End, EEOC/Dept of Labor COBRA Alert, Wage & Hour, HIPAA Update Seminars-2012, Employee Harassment Seminar 2012, Texas Payroll Conference 1995-2012, American Payroll Association National Congress- Washington DC 2010, Salt Lake City-2011, State of Texas Employers Annual Conference- 2005-2012

**Memberships:** American Payroll Association, National Member; Houston Chapter Current Member, Board Positions:

Immediate Past President 2012, Chapter President 2011, President Elect 2010, Past Secretary, Treasurer, Committee Chairs and Volunteer; Texas Payroll Conference, Board of Directors 1996-1998

**Awards:** Awarded Payroll Professional of the Year- 2010 by the Houston Chapter of the American Payroll Association