

CARY WILTZ

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PROJECT MANAGER AND HRIS CONSULTANT

Multifaceted career with a 22 year track record of innovation and success

Accomplished, multi-faceted HR/HRIS Consultant with extensive experience implementing innovative HRIS applications and systems to increase operational efficiency and productivity, while supporting attainment of defined business objectives. Diverse professional development encompassing project life-cycle direction, effective use of software implementation methodologies, software evaluation, business analysis, technology training and documentation.

Hands-on project manager with proven ability to drive, deploy and maintain practical and enduring Human Resources systems with a high degree of client satisfaction. Adept at documenting and clearly presenting project plans and complex technical information to diverse audiences. Fast-paced, flexible contributor, adept at staying on-task and on-time despite shifting priorities and tight deadlines. Tenacious, quick-thinking problem solver with the ability to correlate diverse, incomplete or contradictory information to produce rapid solutions.

CORE COMPETENCIES:

- Full Lifecycle Project Management
 - Technical Consulting
 - Troubleshooting & Problem Resolution
 - HR and Payroll Management Systems
 - Systems Strategy & Implementation
 - User Training & Support
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PROFESSIONAL EXPERIENCE

UKG

2021 - Present

Senior Solution Consultant

- Consult with Customers/Clients on recommended systems configuration, industry-specific features and system processes and procedures
- PERFORM BUSINESS PROCESS ANALYSIS AND CONFIGURE SOFTWARE APPLICATIONS
- Implement the software using professional concepts for a varietal of industries in a multitude of environments

ADP (CONTRACTUALLY THROUGH MATLEN SILVER)

2021 - 2022

Compliance Generalist

- Provide research and resolution via written correspondence (Clients and IRS)
- Respond to tax notices regarding ADP products and services
- Answer agency (Department of Treasury's Internal Revenue Service) questions/inquiries pertaining to tax filing

NW NATURAL (CONTRACTUALLY THROUGH NORTH HIGHLAND)

2019 - 2020

Business Analyst

- Partner with the sponsors and collaborate with other NW Natural staff in gathering the business requirements for the implementation of the SAP SuccessFactors LMS (Learning Management System)
- Primary point of contact for overseeing the business process analysis and recommendations
- Input to training and communication documentation
- Assist with the scope validation (proposed requirements vs. delivered requirements inclusive of forecasted timeline)

PAYLOCITY

2017 - 2019

Implementation Project Manager (Enterprise)

- Partner with clients and internal/external partners to ensure continuity in the implementation experience from sales through transition to client services
- Primary point of contact during the implementation process for the full suite of services working with prospects-turned clients to develop the project plan with timelines and deliverables

AUTOMATIC DATA PROCESSING

2011 - 2017

Client Relationship Consultant/Customer Success Manager (Major Accounts – Client Loyalty Upmarket, 2016 - 2017)

Serving as a trusted advisor to our clients using my ADP product expertise and consulting skills to solve their most critical business challenges. Duties and responsibilities:

- Serve as an expert to customers supporting some of ADP's most complex products/technologies
- Use specialized depth and/or breadth of expertise to service ADP's largest clients
- Interpret internal or external business issues and recommend solutions/best practices to ADP leadership and to the clients
- Solve client problems; taking a broad perspective to identify solutions
- Work independently to resolve issues and provide solutions, with guidance in only the most complex situations
- Collaborate with internal partners to analyze challenges and work in tandem to offer solutions
- Work proactively with clients to provide information, best practices and training on ADP products/solutions

Implementation Consultant III (National Accounts – Enterprise and Vantage HCM, 2011 - 2016)

Providing Human Capital Management implementation, integration and transition processes and activities for large-scale projects. Have a good working knowledge of outsourcing issues and project requirements addressing HR, Payroll, and Benefits services. Duties and responsibilities:

- Project planning and coordination – Manages the client implementation process
- Apply implementation process methodology in furtherance of business objectives
- Plan and manage human resources tasks, milestones and deliverables in accordance with project plans
- Document and gain acceptance of client to-be to post-implementation processes, to
- Gain understanding and acceptance of client roles and responsibilities
- Work closely with internal ADP partners to ensure smooth operational transitions and responsibilities
- Managing implementations consistent with Total Client Experience solution delivery
- Collaborate with the clients to analyze existing systems, policies and procedures in connection with the clients' business objectives
- Backlog management
- Provide industry knowledge, sophisticated functional and product expertise to optimize configurations and utilization to recommend modifications to client systems, policies and procedures to further business and implementation objectives

LOCKHEED MARTIN, Vienna, Virginia

2009 – 2011

Payroll Team Lead

Served as the Garnishments Department Lead supporting the Department of Homeland Security's TSA HRAccess Payroll team. Responsibilities included, but weren't limited to:

- Led team of 3-5 employees

- Performed candidate interviews
- Performed quality reviews of 3rd party debt processed work
- Provided feedback and monitored employee performance
- Distributed and monitor the bi-weekly work
- Developed and interpret HR policy
- Developed and publish HR job aids
- Provided guidance and leadership for the Subject Matter Experts (SME) in the areas of third party debt, pay discrepancies, manual pays, no pays and internal agency debts
- Oversaw the processing of payroll transactions into HRIS
- Preparation and interpretation of HR reports and analytics interacting with the clients to provide HR advisory services to HR policy and operations specialists
- Met weekly and bi weekly with management and the mission success team to continuously develop and/or modify human resources program policies, regulations, goals, or objectives
- Analyzed new or proposed legislation or regulations from the National Finance Center, Office of Personnel Management etc. to determine impact on program operations and management

JOBPARTNERS, London, England (UK)

2008 – 2009

Senior Talent Management Consultant

Motivated self-starter as the first US employee for Jobpartners, providing professional consulting services during the entire customer engagement lifecycle to ensure customer satisfaction through the successful implementation of Jobpartners' Recruitment and Talent Management solutions:

- Lead customer design workshops to fully document customer business requirements
- Identify and minimize functional gaps
- Write functional specifications for services work and business cases for application enhancements
- Configure the application and coordinate delivery of customizations with the Jobpartners technical team
- Test the application configured and support UAT (User Acceptant Testing) phases
- Train the trainer and/or end-user customers
- Maintain existing implementations and lead periodic best practices process improvement workshops to ensure ongoing satisfaction
- Prepare and deliver pre-sales demonstrations for potential clients

ACCENTURE, Worldwide

2007 – 2008

HR Transformation Consultant

Served as a business consulting professional focusing on strategy and taking responsibility for organizational change and business transformation. Helped companies derive maximum value from their people through innovative business-oriented approaches to the human capital elements of the enterprise including workforce support and enablement, process design, software implementations, DEI (Diversity, Equity and Inclusion) and the management of change. Redesign of the HR service delivery model and related functional areas through a blend of technologies and organization-wide change management activities.

Accenture Projects

Client/Company: Wal-Mart

Project: HR Transformation Phase II

- Developed contact center operational processes, procedures, and supporting templates that met all interim project objectives on time
- Designed call center operational reports
- Led team in production of high-quality deliverables including, but not limited to, the crucial requirements for diversity, equity and inclusion (DEI) in the workplace as this was lacking and/or non-existent in the Wal-Mart HR handbook, workplace and culture due to a major oversight by leadership stemming from Sam Walton's disbelief in the need for an HR Department. This was also necessary and prevalent in order to help drive clear career paths and authenticity
- Conducted pilot performance support activities

Client/Company: BP

Project: (DS) HR - US

Deployment

- Designed and documented US local payroll requirements, using the global template as a baseline and through interviewing US BP experts
- Worked with the US Payroll Outsourced provider and ensured end-to-end payroll processes were designed to appropriately take into account roles across BP, Accenture HR Services, and the Payroll provider to deliver a complete payroll solution
- Facilitated workshop sessions to review payroll design with key BP stakeholders and obtained sign-off
- Created requirements to be submitted to the Applications/IT team and ensured they were incorporated into the SAP design specification requirements

Client/Company: GMAC

Project: Human Resources Outsourcing

Responsibilities as the Country Lead for Canada were:

- Drove the validation of the Arinso country designs to get sign-off by the client
- Facilitated as a liaison between the client and the 3rd party payroll provider (Arinso)
- Coordinated between work streams (payroll, conversion, interfaces, Time and Labor, etc.) and ensured that all work streams were in synchronization and all payroll requirements had been met

Client/Company: Best Buy

Project: Org. Change Mgmt. Dev.

- Created and updated many of the HR policies, processes and work instructions to support the start-up of store operations in Puerto Rico
- Collaborated with Best Buy to create the manual payroll process for early new hires in Puerto Rico and ensured they were paid correctly every pay period before the scheduled Oracle "go live" date in September

AUTOMATIC DATA PROCESSING

1998 – 2007

Implementation Consultant III (Major and National Accounts, 2002 – 2007)

Served as consultant and advisor for clients regarding design, implementation and functionality of human resources and payroll software (including, but not limited to, eTime – Kronos Time and Attendance Consultant). Supervised onsite implementation processes, including project planning, analyzing client requirements, data mapping/importing from legacy systems (PeopleSoft, Ceridian and SAP), and full lifecycle project management. Ensured completion of implementations on time and on budget, with the highest degree of client service and satisfaction.

- Achieved #2 consultant ranking nationwide for productivity
- Consistently meet and exceed performance goals and targets

Senior/Account Resolution Specialist (Major Accounts, 1998 – 2002)

Liaison between clients and company employees to provide comprehensive information, direction and support regarding payroll implementations, with responsibility for ensuring timely and accurate identification and resolution of client problems. Handled set-up and utilization of ADP HR Profile, with additional responsibility for troubleshooting escalated client issues (inclusive of the management of DM Hotline), and subsequent follow up regarding resolution outcome. Conducted onsite visits to client sites when necessary. Provided training and guidance to new and existing employees.

EDUCATION AND CREDENTIALS

Bachelor of Science in Human Resources Management - Xavier University

Professional Development

Six Sigma: Reducing Variation to Improve Quality

Six Sigma: Listening to the Voice of the Customer

Six Sigma: DMAIC (Entire Suite)

Lean Logic, Values, Techniques and Strategies

Intermediate Management Reports

ADP Advanced Special Calculations

Microsoft Suite including Access

Professional Associations

Human Resources Management Association