

Charlyne Marie Cross

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Summary

More than fourteen years experience in the areas of Benefits, Human Resources, Accounting, and Budgeting. Over nine years of **PEOPLESOFT** functional experience with Human Resources, Base Benefits, Benefit Administration, Pension and Payroll as well as four years of Project Management. Human Resource Information Systems (HRIS) experience includes requirements definition, functional specification development, data mapping and conversion, table design and building, comprehensive test strategy and test plan development, system security, end-user training, and documentation. Analyzed and prepared yearly corporate budgets and financial statements, maintained and balanced corporate investment accounts, reconciled general disbursement and payroll bank accounts, and developed training manuals for cash management and accounts receivable functions.

Experience with the **PEOPLESOFT** includes, working on several Fit Analysis, Business Modeling, and System Implementation projects. Served as a project team leader on a major systems conversion effort from Integral to **PEOPLESOFT**, which involved extensive reengineering to improve existing business processes. Wrote functional specifications to the technical staff for all reports and carrier interfaces, built tables, developed queries, conducted unit and system testing, maintained system security, developed training materials, and provided end-user training.

Experience with the **CSS HRIZON** include, Fit Analysis, Business Modeling, and System Implementation projects. Oversaw the implementation and modification of the Hay Point compensation management, created a stock purchase module, and redesigned the workers compensation tracking. Served as the Delivery Manager on two implementation projects.

Earned dual BS in Business Administration degrees, with independent concentrations in Human Resource Management and Finance, from the University of Central Florida. A former member of the International Association for Human Resource Information Management (IHRIM), the Southern Regional Users Group and the Institute of Management Accountants.

Professional Experience

- **September 2003 – January 2004** Consultant for **W. L Gore, Inc.**, Newark, DE – Functional lead role for Benefits Administration and Open Enrollment for 2003. Redesigned benefits tables and trained employees on the Benefits Administration module.

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- **September 1999 – August 2003** Consultant at **AstraZeneca Pharmaceuticals Inc.**, Wilmington, DE – Functional Lead to merge Astra and Zeneca’s systems into PeopleSoft 7.5. Responsible for the Open Enrollment in 1999 through 2002. Worked on the divestiture of two divisions. Assisted with the implementation of a company wide benefit program and then on the outsourcing of Benefit Administration to Towers Perrin. Assisted with the implementation of a company wide pension plan and the outsourcing of pension to Aon. Worked on the successful PeopleSoft upgrade from version 7.5 to 8.3. Responsibilities included 8.3 testing and the development of a training program to train 14,000 employees.
- **September 1998 – September 1999** Consultant at **AmeriServe**, Dallas, TX – Functional Benefits Administration Lead includes consolidation and conversion of multiple business units from various manual and automated systems into PeopleSoft 7.5. Client responsibilities include functional analysis, implementation, upgrade and training of PeopleSoft Human Resources and Benefits Administration for merging companies. Merging versions of PeopleSoft 3.3 and 6.02 upgrade combined into system to 7.5. Implementation of Benefits Administration 7.5 version. Managed Benefit Administration system for Open Enrollment for 1998 and 1999.
- **June 1998 – September 1998** Project Manager at **Fieldcrest Cannon**, Kanapolis, NC - Acted in the role of Project Manager for the implementation of CSS Horizon for Human Resources, Base Benefits and Payroll.
- **September 1997 – June 1998** Consultant and Delivery Manager for **Zeneca Pharmaceuticals, Inc.**, Wilmington, DE – Upgraded to version 5.0 for **PEOPLESOFT** upgrade implementing Base Benefits to Benefits Administration; Responsible for table setup, forms and system processing, which lead to a successful Open Enrollment.
- **June 1997 – August 1997** Consultant for **Integrated Health Services**, Owening’s Mills, MD - Assessed security system; redesigned department tree structure; developed security document for client; analyzed and redesigned the department security tree; analyzed and made recommendations of Operator Class and Operator Security; developed a security survey to solicit feedback from the steering committee; designed a security plan to meet future business requirements.
- **January 1997 – June 1997** Consultant at **Sensormatic**, Boca Raton, FL - Worked as the Delivery Manager for the Phase 2 Implementation of **CSS HRIZON**; converted employee history and review records from the Collier-Jackson system to the **CSS HRIZON** database; implemented Hay Point compensation management; reviewed all of the modifications which were made during Phase 1 of the project; added job data premium compensation amounts to **CSS HRIZON**; developed a Stock Purchase system in **CSS HRIZON**; updated the leave accrual from **CSS HRIZON** to **ADP Autolink** to print on the employees’ check stubs; created a leave accrual and life insurance premium reports; developed a custom workers compensation report; modified the 401(k) interface and tested the GL interface.
- **December 1996 – December 1996** Consultant at **Lance Crackers**, Charlotte, NC - Conducted a *PREVIEW* for **CSS HRIZON** Base Benefits.
- **September 1996 – December 1996** Consultant at **Toshiba America Information Systems**, Orange County, CA - Conducted a Fit Analysis for **PEOPLESOFT** Benefits Administration. Prepared benefit program construction guides; developed blueprint for the implementation of Benefit Administration. Ran several full test cycles of Open Enrollment. Later consulted via phone during their Open Enrollment processing.

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- **August 1996 – September 1996** Consultant at **Voluntary Hospital of America**, Dallas, TX - Reviewed and made recommendations on the set-up of the **PEOPLESOFT** Base Benefits and Benefit Administration tables in preparation for the client to upgrade from Base Benefits to Benefits Administration. Assisted with their Open Enrollment.
- **June 1996 – September 1996** Consultant at **PepsiCo Food Services**, Dallas, TX - Reviewed the summary plan description (SPD) and updated the base benefit and benefit administration tables in preparation for Open Enrollment; designed a flow chart and script of the Edify Voice Response Unit (VRU); designed a new enrollment form Open Enrollment; Ran Open Enrollment; taught end-user training on introduction to HR, base benefits and benefits administration; wrote the test plans for the conversion from a SQL Gupta platform to an **ORACLE** platform.
- **May 1996 – June 1996** Consultant at **Norwegian Cruise Lines**, Coral Gables, FL - Conducted a Fit Analysis and business model for **PEOPLESOFT** Human Resources, Position Management, Labor Relations, Salary Administration, Recruitment, and Core Benefits for two separate databases; taught a Crystal/Query training session.
- **March 1996 – April 1996** Consultant at **American Automobile Association**, Orlando, FL – Conducted end-user training; taught a Crystal/Query training class; Updated the project plan and wrote numerous queries; Setup and ran Open Enrollment.
- **February 1996 – March 1996** Consultant at **Lincoln Health**, Phoenix, AZ - Worked on a Fit/Gap Analysis for **PEOPLESOFT** Benefits Administration 4.1; prepared benefit program construction guides; developed blueprint for the implementation of Benefit Administration and COBRA modules.
- **November 1988 – February 1996** Employee at **American Automobile Association**, Orlando, FL - provided end-user **PEOPLESOFT** training for introduction to HR, base benefits, benefits administration and Crystal/Query; reviewed table set-up and design; wrote numerous complex queries; updated the project plan; served as the project team leader responsible for the functional aspects of the upgrade to the latest releases of **PEOPLESOFT** Human Resources and Benefits Administration; implemented **PEOPLESOFT** Position Management and Training and Development modules; prepared, maintained, updated, and monitored the project plans using Project Workbench; conducted requirements definition, built tables, developed queries, and performed the unit and system testing; wrote the end-user training manual and conducted end-user training for **PEOPLESOFT** HR, Benefits Administration, and Query/Crystal; served as the primary contact on the help desk for remote locations; acted as the security officer responsible for maintaining system security; built and maintained the department tree.
- Worked as a budget analyst responsible for the technical analysis and preparation of the yearly corporate budget through the review of trends and projection of relevant data; reviewed preliminary monthly financial statements for accuracy, errors, and omissions; prepared analysis of accounts to determine the causes of budget variances; prepared, wrote, and edited the annual budget report, year-end corporate report, and the retirement plan summary report for corporate officers and the board of directors; prepared the year-end financial statements for disclosure as required by the Financial Accounting Standards Board; designed tables, forms, queries, and reports to track the investments in the retirement account using MS/Access; developed, designed, and supported an automated company budget process in both Lotus 1-2-3 and Excel through the extensive use of macros; developed a process which prepared the budget files to be uploaded directly into the JD Edwards Accounting System through the utilization of macros.

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Worked as an accountant responsible for the maintenance and balancing of the corporate investment accounts; automated the reconciliation of the Foreign Motoring Insurance account using Lotus macros, which resulted in the identification of a company embezzlement; prepared the company's membership deferral; reviewed quarterly account trial balances.

Served as an accounting technician; reconciled and managed approximately 110 bank accounts, including the verification of deposit timeliness, cash flow, and reconciliation; automated the bank reconciliation process through the use of Lotus 1-2-3 macros; corresponded with banks and district offices on discrepancies; reconciled and automated the general disbursement and payroll bank accounts which had not previously been reconciled; wrote cash management training manuals; analyzed the stability of each bank using the Sheshunoff analysis grading system.

Served as an accounting specialist responsible for the accounts receivable section of the accounting department; coordinated the work flow and training for a staff of eight; wrote training manuals for each work station; accounted for the receipts of monies for each district office; oversaw banking activity for the depository bank accounts; reconciled a number of complex financial accounts; wrote the training manual and operating directive for the implementation of an automated credit card program; proposed and implemented new collection procedures; proposed and implemented new procedures for the handling and recording of cash.

Management Consulting

Business Strategy Planning	Process Design/Control
Change Management	Process Facilitation
Comparative Analysis	Process Prioritization
Cost/Benefit Analysis	Reengineering
Policy Deployment & Metrics	Strategic Assessment/Planning

Project Management

Communication Management	ISO Documentation
Cost Management	Schedule Management
Project Team Management	Scope Management

Human Resource Information System Experience

Accrual Calculations	Flexible Benefits
Applicant and Requisition Tracking	Health and Welfare Plans
Benefits Administration	Job Evaluation
Career Planning	Pension and 401(k) Plans
Carrier Reporting	Policies and Procedures
COBRA Administration	Position Management
Compensation	Recruitment
Education and Skills	Salary Administration
EEO/AA Reporting	Training and Development

Financial Information System Experience

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Accounts Payable
Accounts Receivable
Asset Tracking/Management
Bank Reconciliation
Budgeting and Forecasting
Concurrent Processing
Customer Billing
Financial/Management Reporting
General Ledger

Inventory Control
Invoicing
Order Entry
Overhead Allocation
Performance Measurement
Physical Inventory
Project Accounting
Project Cost Accounting
Time and Expense Reporting

PeopleSoft Human Resource Product Experience

Base Benefits
Benefits Administration
Crystal Reports
FSA Administration
Human Resources
Operator Security
PeopleTools

Position Management
Query
Recruitment
Salary Administration
Security
Training Administration

CSS HRizon Human Resource Product Experience

Autolink Processes
Core Benefits

Human Resources

Implementation Experience

Business Requirements Definition
Data Importing/Conversion
Data Modeling
Database Design and Development
Documentation
End-User Support

Functional Specification Development
Interface Design and Development
Program Development
Security
Testing and Quality Assurance
Training and Education

Technical Skills

Hardware: IBM PC and compatibles; Oracle

Operating Systems: Windows XP

Databases: MS/Access

Software Packages: QuickBooks, JD Edwards, MS/Excel, MS/Word, MS/PowerPoint, and TrainerSoft