

Caitlin Winarski, M.A.

Poplar Grove, IL

C: [REDACTED]

Business professional with expertise in Multi-State Payroll, Expense Collection & Processing, Benefit Administration, Employee Relations, Cargo Claims, Transportation Logistics, Reverse Logistics, Payroll, OTM, A to Z Importing & Exporting Ocean, Rail, and Air Shipments. Proficient with Concur, Workday, Oracle, Ceridian, Paylocity, Rippling, ADP, eRecruit, AS400 & SAP, EDI Systems, Cargo Wise, PPMS, Salesforce, Excel, Word, PowerPoint, Access, Publisher, Outlook, Lotus Notes, Snag it, and SharePoint.

Education

Dominican University River Forest, Illinois
Master of Arts July 2017
Area of Study: Conflict Resolution

Dominican University River Forest, Illinois
Bachelor of Arts January 2015
Area of Study: History

Certifications

Six Sigma – GreenBelt through Genpact 2024

Relevant Experience

Payroll
Training & Development
Alternative Dispute Resolution (ADR)
Benefit Administration
Employee Relations
Payroll Accounting

Cost Analysis
Cargo Claims
Importing & Exporting
FTL, LTL & Air shipping/Logistics
Accounts Payable/Billing
Process Improvement

Work History

IHI Terrasun Solutions, Chicago, IL November 2024 – April 2025

HRIS, Benefits, & Payroll Specialist

- Implemented and integrated a new Human Resources Information System, optimizing HR operations and improving overall efficiency within the company.
- Educated employees on a range of benefit plans- including 401(k), medical, dental, vision, life, and disability insurance – ensuring they had the knowledge to make informed decisions.
- Managed payroll operations for full-time/part-time employees, expatriates, and contractors across multiple jurisdictions, including various U.S. states, Canada, and China. Responsibilities encompassed timecard oversight, auditing, reporting, and processing adjustments for all personnel.
- Identified and resolved issues pertaining to payroll, benefits, HRIS, and timecards to maintain smooth operations.
- Filed multi-state and federal payroll taxes, ensuring compliance with regulations and timely submissions.
- Worked closely with executive leadership team for benefit provider audits & HRIS selections, contributing to strategic decision-making.
- Managed and completed monthly payroll accounting & benefit provider auditing and inputs for the finance team, ensuring accuracy and completeness of financial records.
- Assisted with other HR duties, including data entry and company newsletters, to help staff as needed.

Genpact, Chicago, IL February 2021-November 2024

Cargo Claims, Returns, & Transportation Front Line Manager

- Managed day to day Cargo Claims, Reverse Logistics and Transportation for a fortune 200 client with an annual budget of \$1B.
- Cargo Claims Volume: 600-700 cases annually, valued \$10-15 Million.
- Reverse Logistics Volume: 8000+ return loads per year & reviewing \$5M in accessorial charges annually.
- Saved Client \$2.4M in saving through process improvement Green Belt Project for Six Sigma.
- Reviewed Broker & Asset contracts for client on annual basis.
- Cash applications for funds received for Cargo Claims.
- OS&D and operational decision making for loads resulting in cost effective choices mitigating losses.
- Reduced outstanding claim balance by \$6.4M in 5 months through carrier payments.

Guaranteed Rate, Chicago, IL December 2019-February 2021

Payroll Accountant

- Managed multi state payroll, including timecards, auditing, reporting, and adjustments for 2800 – 3200 employees.
- Identified and resolved payroll related issues while working with various departments in a timely manner.
- Managed multi state and federal regulations while processing payroll and updating employee timesheets.

Populus Group, Lisle, IL January 2019 – November 2019

Payroll Specialist

- Managed timecard and expense collection, entry, auditing, reporting, and adjustments while processing payroll for 500-600 contractors on a weekly basis
- Maintained state and federal regulations for holiday/vacation, sick time, and CA meal break trackers
- Identified and resolved worker related issues while working with accounting, finance and compliance departments
- Maintained client and contractor employee relations by researching and solving concerns related to payroll and invoicing in a timely fashion.
- Maintained unemployment records

Air Sea Transport, Bensenville, IL September 2018 – December 2018

Import Specialist

- Maintained Federal and State regulations while importing and exporting ocean freight ocean freight.
- Handled A to Z importing and exporting, billing, and invoicing, and dispute resolutions for cargo claims.
- Managed bi-weekly and monthly reporting of cargo for various clients.

Ceannate, Rolling Meadows, IL

February 2018 - July 2018

Policy and Procedure Writer (Contract)

- Maintained knowledge of all laws and regulations pertaining to the industry, including but not limited to FDCPA, GLBA, EFTA, ECOA, DODD Frank, and FCRA, in order to create and preserve policy and procedure documentation to promote compliance with company, client, and legal requirements.
- Communicated with upper level executives of each department to ensure compliance of legal requirements, while ensuring employees across the company were able to access the documentation for PPMS compliance.

Northwestern Memorial Hospital, Winfield, IL

December 2017 – February 2018

Training Coordinator (Contract)

- Coordinated training and workshop materials, utilized the My Learning internal site to help users enroll in classes, and assisted in planning class times to ensure ease of the instructors and students.

Transcendia Inc., Franklin Park, IL

September 2016 – October 2017

Customer Service Representative

- Created and implemented training materials while interfacing with different VP department heads that resulted in a uniformed training process for all CSRs across the company.
- Facilitated communication between sales representatives and customers while procuring pricing and marketing material from department heads.
- Processed domestic and international shipments of materials to customers while resolving any transportation or material issues related to cargo.

Tigers Global Logistics, Elk Grove Village, IL

October 2014 – July 2015

Export Specialist

- Established and implemented training processes to comply with state and federal laws and regulations for rail and maritime shipments.
- Initiated client and vendor visits, executed EOM reports, and handled billing and invoicing while ensuring shipment documentation and customer satisfaction.
- A to Z exporting of ocean freight in compliance with international laws and regulations.



Outlook

Fw: Planning & Zoning Commission Position

From Karri Miller <clerk@villageofpoplargrove.com>

Date Wed 7/16/2025 9:14 AM

To Kristi Richardson <KRichardson@villageofpoplargrove.com>

 1 attachment (24 KB)

Winarski, Caitlin Resume 2025.docx;

Karri Miller
Village of Poplar Grove
Village Clerk/FOIA Officer
A great place to call home

From: Cait <[REDACTED]>
Sent: Thursday, July 10, 2025 2:28 PM
To: Karri Miller <clerk@villageofpoplargrove.com>
Subject: Planning & Zoning Commission Position

Good Afternoon,

I am applying for the Planning & Zoning Commission volunteer position. Please see my resume attached.

I have a Masters in Conflict Resolution and a diverse background in different industries, which would be helpful for this role.

I moved to Poplar Grove in October of 2021 and quickly realized how important this community is to me, and this is a great opportunity for me to be more involved in a great town.

Thank you for your time and consideration,

Caitlin Winarski
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