

Mark Dubay

HRIS Business Analyst

75 + successful implementations...50 + reports...45 + deployments...\$350 K + in revenue

Detailed oriented, quality - focused professional with more than 12 years of diverse business experience in the implementation and project management of financial related software. Highly focused on client satisfaction using a proactive, diligent approach in client interfacing. Exceptional critical - thinking abilities support positive outcomes in technically – complex, business - impacting projects. Proven track record in product definition, design and development. Organized, methodical and disciplined in project management and requirements documentation.

Professional Attributes

Customer focused / Process Development / Resolution testing and deployment / Follow-up / Resourceful / Follow - through / Needs assessment / Deadline oriented / Results oriented / Task management / Deductive reasoning / Solution driven

Software:

- Microsoft Visual Studio 2005 - Reporting / Scripting
- Chesapeake T-Recs Transaction File Formatting
- Seagate Crystal Reports 7.0 / 8.0 / 8.5
- Microsoft Access 2007
- PeopleSoft 8.3.1
- Microsoft Office 2007
- Microsoft Visio
- Microsoft Project
- Snagit version 8

Languages: Microsoft T-SQL, Oracle SQL

SELECTED CAREER ACHIEVEMENTS

- Generated bottom - line savings of more than \$50K with one project.
- Instrumental in the implementation of cost - cutting practices.
- Eliminated risk of fines by working non-traditional schedules to meet reporting deadlines.
- Retained a Federal contract through efficient management of software production.
- Utilized a proactive approach to enhance department organization and communication

AUTHORED / CO – AUTHORED DOCUMENTS (2007)

HRIS Analyst Position Handbook (184 pages) - Outlines responsibilities, expectations and goals for new HRIS Analysts.

Data Warehouse Vision Statement (6 pages) - Communicates the purpose of the Data Warehouse.

OneSpace Life Scenario – Online W - 2 (34 pages) - Highlights and illustrates specific business processes that a customer(s) will need to perform within the new Online W-2 application.

PROFESSIONAL EXPERIENCE

Clear Channel Communications – San Antonio, Texas

May 2006 – present

Clear Channel is a worldwide company with a domestic employee base of more than 18K. The Corporate Division supports two enterprises: Billboard Advertising and Radio. Radio carries shows for Premiere Radio and Fox Sports.

HRIS Business Analyst (January 2007 – present) - Promoted to enhance performance of more than 40 internal stakeholders throughout five departments by examining, investigating and resolving software issues. Conduct routine, detailed needs assessments to identify, anticipate and take advantage of opportunities to improve efficiency. Proactively engage clients in all phases of implementation to evaluate, confirm and achieve objectives. Facilitate, monitor and resolve 100% of client and organization issues. Software: PeopleSoft HRIS, Sage ED Compliance Web, Chessy's Trecc and MHC Document Express

Professional Highlights

- Challenge:** Performance goals of organization jeopardized due to lack of communication with other departments.
- Action:** Developed, established and led the process for timely review, investigation, tracking and follow-up of departmental requests for monthly review using a numbering system and historical data retention.
- Result:** Increased customer satisfaction as a result of enhanced efficiency, communication and teamwork among multiple departments.

Challenge:	The knowledge transfer of highly rated, diverse and complicated business processes with significant organizational impact was non-existent for the HRIS Analyst position.
Action:	Created a 180 + page document consisting of more than 150 entries of detailed explanation of the 10 primary processes for HRIS analysis completion. Screen shots accompanied by easy – to – follow, step - by - step instructions define the requirements for successful achievement of the of the responsibilities of the HRIS Analyst position.
Result:	Insure organizational success in critical business processes as a result of establishing a “roadmap” for current and future HRIS Analysts to exceed performance expectations.
Challenge:	W-2 process had reached limitations and therefore unable to successfully serve more than 15,000 recipients that included current and past employees.
Action:	Conducted an in-depth Needs Assessment and utilized a resolution testing approach to research, design and deploy an on-line W-2 site that featured user friendly options such as PC printing of W-2's as well as a Help Option search for quick results.
Result:	Achieved bottom - line savings of more than \$50K as a result of eliminating headcount and postage and handling costs of W-2 processing. Reduced customer service calls by 40% within 24 months.

Human Resources Data Analyst (May 2006 – January 2007) - Provided computer and software support to the HR Data Quality staff. Proactively assessed needs to design, maintain and deliver customized audit reports to internal customers.

- Eliminated legal exposure for the organization as a result of rectifying payroll procedures that were out of compliance with the Fair Labor Standards Act and investing in the time to train field payroll personnel in the correct practices.
- Reduced labor costs of the Records Department during benefits enrollment as a result of creating a new database.

Automatic Data Processing, Inc. (ADP) – San Antonio, Texas

January 2005 - May 2006

Implementation Manager - As the sole support in the Time and Labor Management Division (TLM) for the San Antonio office, managed work orders from clients encompassing a 300-mile radius. Implement proprietary software (ezLaborManager) and hardware for employers with up to 1400 employees.

- Generated revenue of more than \$350K as a result of successfully managing, implementing and monitoring 45 plus Time and Attendance software deployments.
- Minimized client's time management disruptions as a result of proactively troubleshooting and resolving issues.
- Achieved the company's quarterly recognition award for the categories of *Implementations* and *Excellence* as a result of delivering \$94K in revenue to the team's overall performance.

Omgeo LLC. – Boston, Massachusetts

November 2003 - October 2004

Customer Relationship Consultant - Implement proprietary software OASYS, Alert, TradeSuite and OAM products, based on customer's data files such as EzeCastle and Advent. Managed product upgrade as well as on-site training and business analysis for improving trade disbursement processes: Mayo Capital, Earnest Partners, Buckhead Capital, DG Capital, 1620 Investments.

Bottomline Technologies, Inc. - Portsmouth, New Hampshire

December 1996 to November 2003

Implementation Manager - Implement proprietary software for Laser Check Printing, Positive Pay, Electronic Payments, and Electronic Remittance Statements, based upon customer data layout.

- Managed client relationship as a result of conducting on-site training and business analysis for improving financial disbursement processes at Fortune 2000 clients: such as Safeway Inc., Land O'Lakes, and ChevronTexaco.
- Utilizing databases such as SQL, Oracle, DB2, and Sybase to develop and implement customized software solutions developed to run in conjunction with Windows NT and Novell networks.

EDUCATION, TRAINING & CERTIFICATIONS

Bachelors of Arts Degree: Psychology, University of Maine, and Orono, Maine - 2008

Training / Certifications: Project Management / Networking Essentials / Administering Microsoft Windows NT 4.0 / Oracle PL/SQL / Supporting Microsoft Windows NT 4.0 / Core Technologies / MS Excel for Visual Basic / Microsoft Visual Studio 2005 for Reporting Services / Reporting Services Portal / Microsoft Windows NT Server 4.0 in the Enterprise / NACHA Training / System Administration for Microsoft SQL Server 6.5 / Programming with Transact SQL / Kronos Workforce Timekeeper 6.1