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PROFESSIONAL SUMMARY

I am a flexible self-starter and ever looking forward. My skill set includes: organization, communication, problem-solving, and information technology process improvement and efficiencies. I embrace solving puzzles and the process of making actions and processes more efficient and accurate while aligning with organizational input and policy.

CORE QUALIFICATIONS

- Demonstrative technological knowledge and application.
- Communication, accuracy and attention to detail.
- Over 20 years and continuing of experience as a licensed basketball official.
- · Critical thinking and problem-solving.

EXPERIENCE

Human Resources Information System Administrator (IT Business Processes Analyst) 3/2020- Presen

State of Wisconsin, Dept of Workforce Development

- Maintain data integrity, provide data analysis, and Agency point person for Human Resource Information System efficiencies and processes as well as Legislative Audits, Open Records Requests, and other high level/sensitive procedures.
- Facilitate technological components, programs, and applications for HR Systems and Processes including large scale recruitments, onboarding, and troubleshooting.
- Develop workflow solutions, administer and organize accesses and permissions, troubleshooting inquiries, etc for not only DWD Human Resources, but also for 3 other state agencies as part of an expansive regional model for collaboration.
 - This includes Sharepoint, Microsoft Office Suite, and other third-party applications

Payroll and Compensation Specialist

1/2019-3/2020

Divine Savior Healthcare

- Systems Maintenance- Data entry, maintenance and validation of ADP HRIS. This includes being the point of contact for end-users, as well as
 the vendor. My primary duties include recognizing, troubleshooting, and resolving abnormalities. I also update platform software, data, and
 provide accurate report creation and analysis.
- I provide: support, education, and focused training to business functions around Payroll and the HRIS. I provide ongoing support for the
 efficiency and training of leaders regarding time and attendance entries and management as well as onboarding and training all new
 employees.
- I facilitate interdepartmental process improvement focusing on Payroll processes, efficiencies and policies regarding the efficient workflows and organization directives.
- I am a charter member and continue to serve on the Team Mentor sub-committee. This currently serves to assist in facilitating process improvement, data acquisition, and the presentation of quality data to executives, administrative council and department leaders.
- Experience processing biweekly payroll volume of approximately \$1.8 million for 900+ employees.

IT Helpdesk Analyst and Staff Educator

1/2017-1/2019

Divine Savior Healthcare

- I handled and resolved a daily call volume of 15-40 troubleshooting inquiries that required methodical and consistent problem resolution.
- I acted as the liaison in regard to IT resource requests and coordination. I did this while providing a high standard of Divine Service excellence
 and end-user satisfaction.
- I maintained the organizational work ticketing database, compliance record keeping, and departmental training.
- I worked on a team that designed and maintained intranet content and departmental pages in collaboration with department heads and representatives.

EDUCATION

Concordia University Spring 2019