



Sean J. Wessell



PERSONAL INFORMATION

Name: Sean J. Wessell

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TECHNICAL SKILLS

Languages: VB.NET(Framework 3.5 & 4.0), T-SQL, Visual Basic, Javascript	Operating Systems: Windows 2000/XP/7
Scripting: Windows Scripting(VBScript)	Databases: SQL Server 2008 R2, Microsoft Access
Technologies: ASP, ASP.NET, ADO, COM, XML, CSS3	Applications: VB6, Visual Studio 2010 Professional, Crystal Reports XI
Learning: Powershell, jQuery	



PROFESSIONAL SKILLS

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| <ul style="list-style-type: none">▪ Team player with excellent communication skill▪ Motivated self-starter with strong desire to learn▪ Professional attitude and demeanor▪ Analytical mindset | <ul style="list-style-type: none">▪ Ability to work under pressure▪ Organized and Dependable▪ Excellent time management▪ Team leadership |
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WORK EXPERIENCE

Harpers Payroll Services – Worcester, Massachusetts
January 2008 - Present

Business Process Analyst (September 2013-Present)

- Analyzed, designed, and reworked internal processes using my business process knowledge as well as technical skills.
- Developed intranet ASP.NET web applications to automate manual processes eliminating errors and saving end users 2-4 hours per week that could be focused on other tasks.
- Designed and implemented multiple windows form utilities to assist IT helpdesk troubleshoot and automate fixing client issues.
- Deployed an audit application that notified staff members of potential data integrity issues.
- Created custom client solutions ranging from a dynamic windows forms report writer to ASP.NET employee onboarding system.
- Supported IT team with escalated technical issues regarding payroll software scripting and programming.
- Assisted the IT director in evaluating project scopes to see if projects requested from internal or external clients were reasonably achievable.

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Operations Specialist (January 2011-September 2013)

- Responsible for creating all retirement and bank reconciliation files via Crystal Reports and testing integrity with each vendor before client's conversion.
- Assisted the Director of Operations with decisions on best practices and workflow.
- Maintained database storage limits by compacting, purging, and deleting data as needed.
- Provided internal support to team members on policies and procedures.
- Created client database shells based off specifications provided by the implementation team.

Implementation and Training Specialist (August 2008-January 2011)

- Managed software implementation projects with internal and external clients and vendors.
- Provided detailed project plan that met both the client's and harpers payroll's standard in this client facing role.
- Brainstormed with clients to come up with custom solutions to current payroll and human resource issues and concerns.
- Leveraged my technical knowledge to use SQL, VBScript, and Visual Basic to enhance the software to meet client expectations for complex problems.
- Implemented client databases while maintaining accuracy and integrity of client's data using various ETL methods.
- Responsible for parallel testing of payroll process to ensure final accuracy before final implementation of payroll software.
- Provided trainings to all end users on all software products.

Client Services Representative (January 2008-August 2008)

- Data entry of new hires, personnel changes, rate updates, and pay entry of weekly, bi-weekly, semi-monthly, and monthly client payrolls.
- Provided support to multiple clients payroll and HR software inquires via telephone and email.
- Supported Implementation staff with overflow training on site or remotely via web training.

Fidelity Investments – Marlborough, Massachusetts
September 2006 – December 2007

Customer Service Associate – Health and Wellness/ Human Resources/Payroll (September 2006-December 2007)

- Proactively assist with benefit problems and resolutions including acting as an advocate when issues involving external vendors arise
- Accurately and confidently respond to customer inquires regarding benefit coverage and options available
- Educate customers on specifics of benefits plans as defined by the client and insurance carriers
- Process life events in accordance with plan rules using Oracle health and other benefits software
- Identify and assist with payroll and timekeeping problem and resolutions
- Ability to establish effective cross-functional relationships with internal and external partners
- Educate customers of IRS and tax code regulations related to payroll administration