

SAMANTHA RAFFIELD CPP

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EXECUTIVE PROFILE

Versatile change-manager who builds and retains high performance teams by hiring, developing, and motivating skilled professionals through solid analytical strategies and visionary oversight.

SKILL HIGHLIGHTS

- PeopleSoft HCM
- PeopleSoft Financials
- Hyland OnBase
- KRONOS
- ADP Garnishments
- Automated Peripherals, Inc.
- AS400
- SharePoint
- Bank of America Works
- MS Excel, Word, PowerPoint
- Payroll
- Payables
- Travel & Entertainment Expenses
- Cash management
- Business analysis
- Risk mitigation
- System implementations
- Leadership training

AWARDS

- 2012 American Accounts Payable Association Prism Award Winner for AP improvements overall
- 2010 American Payroll Association Prism Award Winner in the technology arena

CORE ACCOMPLISHMENTS

- Led Kronos Workforce Management Project Core Team of 7+ staff which resulted in deployment of a full-service solution including time collection, labor analytics, and scheduling
- Accounts Payable optimization reduced *Average Days Payable Outstanding* by 25 through a complete reorganization of processes and procedures
- Mitigated outstanding audit comments including a 54 page audit report for Payables department during a \$50M expansion campaign
- Deployed PeopleSoft self-service functionality with 24/7 access for improved data accuracy
- Launched Sox-like controls in 6 major areas of responsibility

PROFESSIONAL EXPERIENCE

11/2008 to 06/2016

Assistant Director

Texas Children's Hospital — Houston, TX

Payroll, Accounts Payable, and Time& Labor *Administered payroll and payables: Recruited top talent, mitigated risks, analyzed data, managed contracts, evaluated and selected vendors, directed both functional and systems support teams*

- Introduced 2 first-touch resolution call centers to improve response times and standardize responses
- Increased accuracy rates and timeliness of payment to employees, vendors, providers, and patients in accordance with Texas Pay Day Laws and other contracted agreements
- Enhanced process effectiveness and efficiency for Payroll and Payable activities as the units experienced a growth rate of 125% over a 5 year period
- Chartered tracking customer service scores which promoted greater transparency and ability to perform root cause analysis for 11K employees and 650 active vendors

- Boosted regulatory compliance for 8 EIN's on local, state, and federal levels with near zero fines and penalties (W2, W2G, 1099MISC, 1099R...)
- Created, maintained, and educated on 10+ organizational policies and procedures to minimize costs and fraud risks
- Rolled out continuous monitoring for both preventative and detective controls
- Grew partnerships with organizational resources to promote a collaborative spirit and align goals
- Created request for proposals such as Time & Labor systems, ePayables, and off-boarding garnishment processing
- Advised on recommended controls needed to reduce potential Stark Law violations or other adverse reporting
- Launched new procurement card product that allowed for better spend control, early detection of fraud, and enhanced reporting tools for accurate financial reporting, and maximization of rebate dollars
- Upgraded PeopleSoft from version 8.9 to 9.1

01/2005 to 11/2008

Payroll Manager

Texas Children's Hospital – Houston, TX

Carried out leadership responsibilities for high volume specialized payroll processing unit with 8000+ employees

- Created staff performance plans, job descriptions, established departmental measures, and increased customer satisfaction scores for 9 FTE's
- Automated online reconciliation and approval of expense reports with estimated savings of \$410K per year
- Pioneered Sarbanes-Oxley deployment within the organization as the initial pilot group for Payroll and Accounts Payable
- Deployed extensive self-service functions in the Payroll arena including but not limited to: ePay, W-2 Online, W-4, direct deposit and pay card solutions with a conservative hard cost savings of \$65K
- Upgraded both PeopleSoft HCM and Automated Peripherals time collection system

01/1989 to 12/2004

Payroll Manager

Imperial Sugar Company (Savannah Foods & Industries, Inc.) – Sugar Land, TX

- Maintained company's payroll system with accurate employee position, benefits, retirement plans, new hires, status changes, terminations, pay changes, direct deposits, wage withholding orders, and other miscellaneous data
- Configured functional aspects of both time collection (Kronos) and ERP systems (PeopleSoft)
- Provided daily support and coaching to 15 nationally decentralized pay cycle processors
- Addressed exception based customer service inquiries
- Handled full-cycle salaried payroll processing, tax filings and funding, wage withholding, bank and general ledger reconciliations without fines and penalties
- Deployed 18 facilities on Kronos AS400 time collection system
- Migrated payroll processes from mainframe to PeopleSoft HCM software

EDUCATION

Bachelor of Arts: Accounting

Savannah State University – Savannah, GA, USA

GPA: magna cum laude

Business Administration/Accounting magna cum laude

Associate of Science: Information Systems

South College University – Savannah, GA, USA

cum laude

CERTIFICATIONS

Certified Payroll Professional (CPP)

TECHNICAL SKILLS

<u>Skills</u>	<u>Experience</u>	<u>Total Years</u>	<u>Last Used</u>
Hyland OnBase	Above Average	8	2016
Kronos Implementations AS400 and Web versions	Functional Lead	10	2016
Microsoft Suite (Word, Excel, PowerPoint)	Advanced	15	2016
PeopleSoft Payroll	Expert	16	2016
PeopleSoft Payables	Expert	8	2016
PeopleSoft Vendor Mgmt	Expert	8	2016

EXTRA-CURRICULAR ACTIVITIES

APA Healthcare Subcommittee
Formal Mentor for leadership candidates

INDUSTRY LINES

For Profit Fortune 500
Non-Profit

Manufacturing
Healthcare

ADDITIONAL TRAINING

Kronos WFM, WAM
Leadership Certificate Program
Crucial Conversations

Master of Exceptional Presentations
Speaker's School with Fripp
Formal Mentoring

AFFILIATIONS

American Payroll Association
American Accounts Payable Association
Houston Chapter of the APA
Texas Payroll Conference
National Speaker's Bureau

WEBSITES, PORTFOLIOS, PROFILES

- https://www.linkedin.com/in/samantha-raffield-06894bb?trk=nav_responsive_tab_profile_pic