

GRACIELA M. GARCIA-VARANO

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Objective

Use my education, work experience and certifications, particularly but not exclusively, in the Health Care Management area, to add value to a health care provider. My objective includes advancing my knowledge while bringing creative and innovative approaches to the position and to have long-term success and advancement in the organization.

Education

University of New Orleans, Louisiana Dec 2020

Master of Science in Healthcare Management

University of New Orleans, Louisiana May 2019

Bachelor of Science in Management, “Business Management”

Minor in Human Resources

Delgado Community College, Louisiana Dec 2014

Associate Degree “Business Management”

Entrepreneurship Certificate C.T.S

FEMA Certifications: IS230.d, IS200.c, ICS100, IS120.c, IS2900.a, IS907, IS700.b, IS325, IS236.c, IS450, IS139.a, IS368, IS1300, IS800.d, IS35.20, IS015.b and IS319.a

Experience

3/16 –Present **Pan-American Life Insurance Company, New Orleans, LA**
HR Benefits/Payroll Analyst

- Provide support to the members of the Human Resources staff including the Human Resources Sr. VP and 2nd VP in all aspects of employment, payroll and benefits
- Responsible for establishing and maintaining all Payroll records and processing all Payroll changes through Workday. Run Payroll: including checking bi-weekly payroll, processing payroll check requests, garnishments, production bonuses and updating information in Workday payroll system. Process adjustments to employees check/direct deposits that are out on short-term disability. Also, pay International and National consulting fees on a monthly basis and serve as backup to the Manager of Payroll, including running payroll (estimated \$3M per pay period). After all entries are entered in the payroll system an interface is run, and all of the changes are processed and downloaded to the payroll mainframe
- Provide new employees with an explanation of benefits and instruct them on enrollment and fulfillment procedures. Assist employee and retirees with enrolling in medical, dental, vision, 401(k), cobra and other insurance plans. Resolve employees and retirees issues with insurance providers and other benefits administrators. Consult with employees about eligibility and other issues. Review bi-weekly payroll deductions. Handle monthly bills reconciliation (estimated \$1,000,000.00 monthly). Also, assist with annual projects, such as open enrollment including the presentation of benefits changes and other information at enrollment meetings, benefits fair and various wellness programs

- Coordinate the HR function of the United Way Campaign and all Employee Meetings. Administer Lagniappe awards, Anniversaries and Birthdays monthly reports, Org charts, LOMA educational program, Undergrad and Grad tuition reimbursement program and applicant tracking. Responsible for any updates in Payroll and Benefits; and assist with employee daily questions. Other duties as assigned

12/13 –3/16 **Pan-American Life Insurance Company**, New Orleans, LA
Billing Department-Business Associate

- Managed billing, collection and bank account-set up for self-funded PBA groups. Developed credit card functionality for business line of credit and maintained Credit Card payments for individual PanaMed and PBA clients. Developed and maintained process documentation for credit card payments. Assisted with PBA weekly financial close. Monitored suspense-controlled accounts for balances associated with assigned groups and to insure clearing within departmental standards. Prepared Excess Funding Disposition Request. Prepared company 500 Rxedo claims. Prepared claims for PBA groups. Managed member group terminations for assigned groups. Prepared monthly bank account reconciliations for PBA groups. Prepared and created ACHs to pay vendors and fees for PBA groups. Reviewed and approved ACHs generated from clients' bank accounts to pay vendors and fees

10/11-12/13 **Fidelity Homestead Savings Bank**, New Orleans, LA
Personal Banker

- Provided quality customer service at the financial institution, including opening new accounts, explaining available products and services, and gathering customer information to process new and existing accounts. Balanced account transactions, preparing balance sheet and reporting discrepancies to supervisors. Received deposits and ensuring that all accounts are properly processed. Assisted potential customers in establishing new accounts, preparing loan documents and completing customer account files. Evaluated and serviced the needs of present and potential customers seeking a variety of consumer loans, deposit accounts and other bank products. Assisted other financial institution staff in waiting on customers, answering phones and performing other duties as necessary. Complied with regulatory rules and regulations. Assisted the Branch Retail Manager in planning, tracking and calculating monthly growth results

08/10-10/11 **Fidelity Homestead Savings Bank**, New Orleans, LA
Teller

- Provided quality customer service. Handled accurately and efficiently customers' transactions. Offered customers valuable suggestions regarding product services. Posted mail deposits, payments and requests received on a daily basis. Provided supervisor with collections of cash, coin receipts, register batches and supporting documentation to ensure that all funds and transactions are balanced at the end of the day

Languages

Bilingual, fluent in English and Spanish

Skills

Workday, WebEx/Zoom/Slack, Simasec, Ceridian, Kronos, Coda AP, Concur, Computrol, Workbench. Proficient in MS Office: MS Work, Excel, PowerPoint, Outlook
Workday Payroll Fundamentals and Various Banking Applications

References

Upon Request