



# CAROLINA TOLENTINO

## COMPENSATION & BENEFITS COORDINATOR

### CONTACT

- Cavite, Philippines
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### EDUCATION

#### Bachelor of Business Administration Major in Financial Management

Dr. Filemon C. Aguilar College of Las Pinas  
2007 - 2011

### SKILLS

- US Timekeeping and Payroll processing
- Benefits Management
- Onboarding & offboarding
- Retail banking customer service
- Employee support
- Excellent communication skill & phone etiquette
- Knowledge and experience in HRIS
- HIPAA and AMLA trained

### SYSTEMS

- Google Suite
- Microsoft 360
- ADP Workforcenow
- ADP Smartcompliance
- ADP Security Management
- Paycom
- API / Symplr
- Magnit
- FocusOne
- E-Recruit
- SAP Fieldglass
- Trello | Monday.com | Asana

### WORK EXPERIENCE

#### EPIC HEALTHCARE STAFFING SHARED SERVICES

##### Senior Financial Operations Specialist - PAYROLL

Feb 2022 - Present

- Timekeeping & payroll processing using HRIS systems.
- Employee support
- Assistance in billing for Accounts Receivable department

#### ADP

##### Payroll Operations Analyst

Apr 2019 - Oct 2021

- Client support on the phone, emails and service connect services.
- Timekeeping and payroll processing including earnings/deductions set up, time off, sick pay, etc.
- Other HR tasks including onboarding, I9, hiring, re-hiring, performance management, termination, final pay.

#### GENPACT

##### Financial Associate

July 2018 - Mar 2019

- Delivered comprehensive phone support services for Citibank's checking and savings account holders.
- Processed requests for fee reversals, disputes related to card transactions, and statements of accounts, ensuring timely resolution and customer satisfaction.

#### VISA PHILIPPINES

##### Senior Dispute Representative (Fraud)

Nov 2017 - May 2018 (Contract)

- Processed dispute forms submitted by bank partners in the US.
- Generate journal entry to either credit or debit the cardholder with the disputed amount.
- Initiate correspondence with the cardholders.

#### CONDUENT (Formerly Xerox Business Services)

##### Senior Benefits Admin

Oct 2011 - Nov 2017

- Supported employees/former employees of clients for their health benefits, open enrollment, retirement, pension and separation pay.
- Handled special accounts such as HSA and 401K.

#### FREELANCE PROJECTS

##### DELUXE PHOTO

Payroll Manager (July 2022 - May 2022)

##### SARATOGA GROUP

Payroll Coordinator (December 2022 - Aug 2023)

##### NAO MEDICAL

HR Coordinator (September 2023 - Present)