

Rozlyn D. Johnson

Brookhaven College
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Education

- Texas Woman's University – Denton, Texas
Master's of Arts – Women's Studies
- Texas Woman's University – Denton, Texas
Sociology Department - Certificate in Diversity
- Texas Woman's University – Denton, Texas
Master's of Business Administration
- Dallas Baptist University – Dallas, Texas
Bachelor's of Business Studies – Management

Work Experience

CLA – USA, Inc., October 2001 – Present

- **2008 – Present , Human Resources Manager**
Human Resource Generalist
 - Primary benefits administrator for all employee benefit plans including Medical, Dental, Vision, STD, LTD, Life to include Dependent Life, Dependent AD&D, Supplemental Life, and Supplemental AD&D.
 - Managed all employees disciplinary issues, mediation between employees and managers, provided counsel to managers, supervisors and employees.
 - Constructed a new hire orientation program to onboard new employees at all levels
 - Responsible for processing employee time data into Paychex and UltiPro payroll systems, as well as reconciliation for payroll audit purposes.
 - Responsible for filing short/long term disability and workers compensation claims.
 - Conducted employee benefit open enrollments and payroll/policy meetings.
 - Worked directly with the executive team and answers to the Chief Financial Officer of the company.
 - Provide coaching and mentoring guidance to employees who requested additional assistance.
 - Responsible for payroll time reporting, as well as documentation, processing, distribution, liaison with finance department for any funding or off-cycle checks issued.
- **2004 – Present , Commissions Accountant**
Commissions Accountant
 - Accountable to handle all tasks concerning commission based transactions on behalf of the organization.
 - Streamline the commission payments or receipts procedure of the organization as required to improve its time effectiveness.
 - Ensure all the commission based transactions of the organization are performed in expected manner i.e. complying with contractual terms, organizational policies and legal obligations.
 - Maintain accurate accounts of the amounts paid or payable as commission, interests and bonus and prepare periodic reports of the same.
 - Provide the necessary proofs, records and documents during the internal and external audit procedures of the organization.
 - Prepare the weekly/monthly analytical reports on the commission and bonus accounts.
- **2003 –2001 , Customer Service**
Customer Service Representative
 - Promptly answered telephones and assisted customers with inquiries of the company's services and procedures.
 - Helped facilitate and retain the sale of services.

- Ensured standards for quality, customer service responding to customer issues.
- Liaison between outside sales agents, (sales and delivery), clients and attorneys.

Achievements/Awards

- Employee of the Year 2005
- Employee of the Month – multiple months 2005 And 2006

Skills

- Microsoft Office Products (Word, Excel, PowerPoint, Access), Outlook
- Interpersonal communication, problem solving, organizational skills, decision making, excellent listener, ability to understand and improve human relationships.