

NOELIO R. FLORES

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"He's [Noelio] great at taking on responsibilities. Supplying speedy response. Great customer focus. Strong leadership and knowledge of business procedures." — Candace Cenice Lee, Global Director of Employee Disbursement

HIGHLIGHTS OF CAREER IN EXCELLENCE

EXCELLENCE IN IMPROVING QUALITY OF EMPLOYEES' PAYROLL AND DISBURSEMENT PROCESSES

Global Disbursement Manager — Lenovo US

- Challenge** Reduce errors and improve efficiency in the payroll process to regain work force confidence and a positive public image for the department.
- Actions** Created new controls and audit tools designed to reduce errors and improve efficiency within the payroll process. Developed and implemented the new controls and audit tools with a strong focus on an improved Quality Assurance process to be built into the administration of payroll. Collaborated with third-party vendors to ensure the implementation resulted in a payroll process noted for accuracy and timeliness.
- Results** **Dramatically reduced payroll errors by 80% in North America.** The new controls and audit tools within the improved Quality Assurance process elevated work force confidence and increased the department's public image by providing accurate and timely customer service and knowledgeable support to Lenovo's work force.
- Strengths** Expertise in leadership, payroll/HR operations, and in communicating to employees resulted in a smooth and effective implementation of a process that improved the department's internal image and performance.

EXCELLENCE IN DEVISING A PROCESS TO ENSURE ACCURATE EMPLOYEE TAX RECORDS

Global Disbursement Manager — Lenovo US

- Challenge** Ensure the company has accurate tax records for current and new hire employees by creating and implementing a model that provides clear and concise communication that will increase employee understanding of their tax and tax rules.
- Actions** Collaborated with talent, HR partners, senior-level executives, and with third-party providers to devise and implement new procedures that would illuminate an increased understanding to allow employees to better identify and correct errors in their tax records. Additionally, managed the introduction of system enhancements that would ensure future accuracy in files for employees who would eventually relocate and it would also ensure accuracy in the records for newly hired employees.
- Results** **100% of the employees with inaccurate tax records were able to correct their records within just 30 days of implementation.**
- Strengths** Insightful business knowledge and detail-oriented skills in developing a process that corrected current system defects and prevented future errors demonstrated and strong leadership that promoted teamwork to successfully complete the implementation process.

EXCELLENCE IN MODELING OVERPAYMENT CALCULATIONS AND NEGOTIATING RECOVERY

Global Disbursement Manager — Lenovo US

- Challenge** Lead a project that would determine, explain, adjust, and collect overpayments made by International Assignees (IA) that had occurred because of transition issues and errors in records setup.
- Actions** Conceptualized and managed models that meticulously calculated the overpayments in question. Negotiated with the IAs in Brazil affected by the recuperation of the funds and maneuvered through the complexity regarding host country tax reporting.
- Results** **Succeeded in collecting \$163,000 (98% of the funds in question) in just a few months.**
- Strengths** Demonstrated astute negotiation skills in producing mutual agreement between affected parties.