



# Board Appointment Form

City Clerk

**REVISED**  
2:16 pm, Apr 18, 2023

**Submitted On:**

Apr 18, 2023, 02:04PM MDT

<b>Appointing Office</b>	Representative Chris Canales, District 8
<b>Agenda Placement</b>	Consent
<b>Date of Council Meeting</b>	Tuesday, April 25, 2023
<b>Name of Board</b>	Fair Housing Task Force
<b>Agenda Posting Language</b>	Appointment of Veronica Carrillo to the Fair Housing Task Force by Representative Chris Canales, District 8.
<b>Appointment Type</b>	Regular
<b>List the nominee's qualifications to serve on this Board</b>	Bachelors in Business Administration, University of Notre Dame; Rio Grande Neighborhood Association Founder; ACUE certified, League of Women Voters member.
<b>Nominee Name</b>	Veronica Ann Carrillo
<b>Nominee Email Address</b>	veronica.ann.carrillo@gmail.com
<b>Nominee Residential Address</b>	[REDACTED]
<b>Nominee Primary Phone Number</b>	[REDACTED]
<b>Which District does the nominee reside in?</b>	[REDACTED]
<b>Does the appointee have a relative working for the City?</b>	N/A
<b>Has the appointee been a member of any other city boards?</b>	N/A
<b>List all real estate owned in El Paso County</b>	[REDACTED]
<b>Previous Appointee</b>	Casey Mangan
<b>Reason for Vacancy</b>	Removed
<b>Date of Appointment</b>	April 25, 2023
<b>Term Begins On</b>	May 01, 2021
<b>Term Expires On</b>	April 30, 2024
<b>Term</b>	Partial Term
<b>Upload File(s)</b>	V. Carrillo Resume Feb2023.pdf

# VERONICA A. CARRILLO

## SUMMARY

Accomplished professional with experience in Payroll Tax, Client Service, Implementation, and Management. Highly organized and analytical team player with a careful eye for detail and a proven record for consistently delivering high-quality results on time. Knowledge of Microsoft Office Suite. Experienced and comfortable working face-to-face or in a virtual/remote work environment.

## PROFESSIONAL EXPERIENCE

**University of Texas at El Paso (UTEP),** El Paso, Texas 2021 - present  
**Manager, Office of the Provost**

Provide project management support for UTEP's NSF-funded Institutional Transformation Grant. Coordinate workgroups, create and organize documentation & communication. Engage with faculty, students, and community partners to move project goals forward.

**University of Texas at El Paso (UTEP),** El Paso, Texas 2020 - 2021  
**Information Security Specialist, Information Security Office (ISO)**

Assisted the Chief Information Security Officer in coordinating administrative tasks and projects. Provided support to the ISO team as an office manager. Helped establish policies and maintenance of compliance. Monitored reports and trends to ensure security measures were working properly. Updated and created procedural documentation and training guides as necessary.

**Ultimate Software Group,** Weston, Florida 2020-2020  
**Time Management Consultant**

Worked closely with the client project team by conducting business virtually/remotely to listen, analyze and document their business needs. Provided consultative expertise in time and attendance. Coordinated the implementation of the customer's time and attendance system from kick-off to go-live while managing client expectations. Thoroughly tested the client's system to proactively identify issues and bring them to resolution in order to meet project deadlines.

**University of Texas at El Paso (UTEP),** El Paso, Texas 2015 – 2020  
**Payroll Tax Analyst, Payroll Department**

Submitted accurate tax returns and payments on a weekly, monthly, and quarterly basis. Researched and responded to inquiries and requests related to employee compensation in a timely manner and appropriately elevated issues to management when necessary. Proactively communicated with staff and students regarding changes to compensation.

**ADP,** El Paso, Texas 2007 – 2015  
**Client Services Consultant, National Accounts Time & Labor** 2015

Provided product expertise while developing strong relationships with clients and keeping management informed of account status. Simultaneously coordinated various special projects ranging in scope by facilitating meetings and overseeing overall strategy for issue resolution.

**(ADP continued)**

**Client Services Manager**, National Accounts Time and Labor 2013 – 2015

Proactively evaluated the performance of a team of 12 associates and managed client relationships. Eagerly contributed to office initiatives focused on maintaining high associate engagement.

**Client Services Team Lead**, National Accounts Time and Labor 2011 – 2012

Monitored daily tasks to meet productivity goals by providing monthly metrics reports, performing biweekly case audits, and reviewing recorded calls. Prioritized and delegated tasks in order to provide a high level of responsiveness to client requests.

**Client Service Consultant**, National Accounts Time and Labor 2009 – 2010

Provided product support by thoroughly researching issues and providing consistent follow-up. Eagerly volunteered to train and share product & process knowledge with new hires.

**Implementation Consultant**, National Accounts Time and Labor 2007 – 2009

Worked directly with the client's team through all phases of implementation. Conducted analysis and documented client requirements. Ensured their system integrated well with the payroll system.

### **EDUCATION**

Bachelor of Business Administration (Management Information Systems)  
University of Notre Dame, South Bend, IN

### **CERTIFICATIONS**

Inclusive Teaching for Equitable Learning Microcredential, *ACUE* - April 2022

DSHS Certified CHW, *South Coastal AHEC Promotores of South Texas Training Institute* - September 2020

### **VOLUNTEER WORK**

Rio Grande Neighborhood Association  
Founding member in 2021 and on the Committee of Advisors since 2022

League of Women Voters of El Paso  
Member since 2021

Notre Dame Club of El Paso  
President, 2013 – 2015