

# Board Appointment Form City Clerk's Office



Appointing Office	Representative Chris Canales, District 8
Agenda Placement	Consent
Date of Council Meeting	04/09/24
Name of Board	Fair Housing Task Force
Agenda Posting Language	
Reappointment of Veronica Chris Canales, District 8	Carrillo to the Fair Housing Task Force by Representative
Appointment Type	Regular
	Member Qualifications
	nistration, University of Notre Dame; Rio ciation Founder; ACUE certified, League of
Nominee Name	Veronica Ann Carrillo
Nominee Email Address	
Nominee Residential Address	
Nominee Primary Phone Number	+ (
Residing District	
City Employed Relatives	N/A
Board Membership	
Yes, currently a member of the Fair Housing Task Force.	
	Real estate owned in El Paso County
Previous Appointee	Veronica Ann Carrillo
Reason for Vacancy	Term Expired
Date of Appointment	04/09/24
Term Begins On	05/01/24
Term Expires On	04/30/27
Term	Second Term

# 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