

# JOHN W. RADWAN

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130 Main Street, West Seneca, New York 14224 • 716-675-1804  
[jr0410@netscape.net](mailto:jr0410@netscape.net) • <http://www.linkedin.com/in/johnradwan>

## SUMMARY OF SKILLS

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**Versatile HR and IT Professional** with demonstrable skills in the following areas:

- Extensive experience as a HRIS Implementation Consultant.
- Extensive experience as a LAN Manager, Oracle database Application Analyst, and PC/User Support Specialist.
- Extensive experience as an Employee Benefits and Fund Administrator, Union Official and Labor Contract Negotiator.
- Proficient in Microsoft Office, Live Meeting, WordPerfect, ADP's HRIS software, and Microsoft operating systems.
- Focused team player who works effectively with all organizational levels and possesses skills in: leadership, supervision, communication, organization, project management, presentation, customer service, planning, negotiating, team building, multi-tasking, mentoring, coaching, problem solving and decision-making.

## PROFESSIONAL EXPERIENCE

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ADP (Automatic Data Processing, Inc) (March 2007 - May 2009)

### **HRIS IMPLEMENTATION CONSULTANT**

Managed the successful implementation of ADP's HR/Benefits Solution software for client companies. Provided project planning, management and project status reporting. Conducted analysis of client requirements. Worked with clients to configure system. Coordinated necessary client training. Assisted clients to create and maintain their corporate structure, employee database containing demographic information, skills, training, performance reviews, benefit plans and associated payroll deductions. Other accomplishments and responsibilities included:

- Managed conversion process of imported client data utilizing Microsoft Excel on a daily basis.
- Managed data validation and system testing.
- Provided support to client during initial "live" period.
- Connected the HRIS database to ADP's payroll software in order to process benefit deductions and avoided duplication of employee data entry.
- Transitioned client to helpline support services upon successful completion of the implementation.
- Managed the overall success of the project and satisfaction of the client.
- Complete client project within a specific time frame.

Town of West Seneca Police Department (July 1977 – March 2007)

### **RECORDS BUREAU SUPERVISOR and LAN MANAGER**

Recipient of 3 commendations for outstanding work performance. Analyzed, planned and coordinated the design, installation, operation, and maintenance of the department's first computer network and subsequent upgrades. Managed project responsible for installing a laptop computer (and printer) on a

police motorcycle, the first such project in NY State; subject of article in Government Technology magazine. Held position for 11+ years. Other accomplishments and responsibilities included:

- Managed personnel training in the proper and effective use of workstations and software applications.
- Performed Oracle database application analysis and prepared reports regarding problems and recommendations to the developer.
- Managed network hubs, routers, servers, PCs and printers.
- Monitored underlying communications protocols, and network security software.
- Integrated new software programs into the network.
- Prepared grant applications in order to obtain equipment without cost to municipality.
- Prepared and submitted various statistical reports to the administration and other agencies.
- Established working relationships with other government agencies.
- Forged strong and reliable business relationships with vendors.
- Managed and reviewed the work of Records Office clerical staff.
- Advised clerical support personnel on issues of law, procedure, and confidentiality as they pertain to data entry and the release of information contained in reports, to the public.
- Prepared and submitted office's annual budget.

**COMMUNICATIONS OFFICE SUPERVISOR** - Held position for 9 years.

**PATROL OFFICER** - Held position for 9 years.

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### **ADDITIONAL RELEVANT PROFESSIONAL HR EXPERIENCE**

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**EMPLOYEE BENEFITS and FUND ADMINISTRATOR** - West Seneca Police Benevolent Assn. Appointed to the non-salary union position to research, design, and implement self-insured direct reimbursement dental and vision plans for the membership which cut costs to municipality by eliminating 3<sup>rd</sup> party administration of claims processing. Held position concurrently for 18 years. Other accomplishments and responsibilities included:

- Performed manual claims processing during initial years of fund administration.
- Researched and implemented computerized claims processing system in order to streamline data entry, calculate benefit claims reimbursements and render cost/benefit reporting.
- Analyzed dental and vision procedure costs and benefit reimbursement data in order to provide suitable plans for members.
- Recommended plan changes to board of directors.
- Responded to inquiries made by membership regarding benefits claims reimbursements and denial of claims.
- As a member of contract negotiation team, evaluated and analyzed cost data relating to medical plans in order to present viable alternatives during labor contract negotiations.
- Managed health benefits annual budget.
- Prepared annual Federal tax return.
- Liaison between union and employee assistant program (EAP).

**VOLUNTEER AND EXTRACURRICULAR ACTIVITIES WHILE IN TRANSITION**

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Because of the downturn in our economy, in May 2009, my position was eliminated at ADP. During this time of job seeking, I continue to keep myself busy by networking, volunteering and sharpening my technical skills:

- Tonawanda High School - Critiqued resumes and conducted mock job interviews for senior students (May and December 2009)
- Microsoft Access 2007 – upgrade course at ECC One Stop Center (July 2009)
- WNY Resource Career Expo 2009 - event committee member; marketing activities (Aug. 2009)
- Charter High School for Applied Technologies – Gave presentation on job interviews and resumes (Sept. 2009)
- Microsoft PowerPoint 2007 – upgrade course at ECC One Stop Center (March 2010)
- Microsoft Excel 2007 – upgrade course at ECC One Stop Center (April 2010)
- WNY Resource Career Expo 2010 - event committee member; marketing activities (May 2010)
- Actively participate in weekly networking meetings at ECC One Stop Center (2009 – present)
- Actively participate in weekly Professionals in Transition of WNY meetings (2009 – present)

**EDUCATION**

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Wharton School, Univ. of Pennsylvania, Philadelphia, PA - **Certification as a Group Benefits Associate of the Certified Employee Benefits Specialist (CEBS) program. Course work included:**

- Employee Benefits: Concepts and Health Care Benefits
- Employee Benefits: Design and Administration of Health & Welfare Plans
- Health Economics: Health and Medical Cost & Benefit Analysis
- Human Resources and Compensation Management
- Compensation Concepts and Benefits
- Contemporary Legal Environment of Employee Benefit Plans

Canisius College, Buffalo, NY - **BA, Sociology**

**PROFESSIONAL AFFILIATIONS**

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- Buffalo Niagara Human Resource Association (BNHRA); Workforce Readiness Committee member
- WNY Professionals in Transition (PIT) Group
- Professional Organizational Development (POD) Group – ECC One Stop Center