

Linda Wiid

Human Resources & Payroll Administration

Accomplished **HR and Payroll professional** with a proven track record at Fidelity Corporate Services, enhancing system efficiency and ensuring tax compliance. **Skilled in SAP and adept at fostering positive employee relations**, successfully managed payroll for over 500 employees, significantly **reducing errors and streamlining processes**. Excelled in enhancing **system efficiency** and employee satisfaction, leveraging expertise in **employee benefits administration and proactive problem-solving** to achieve significant improvements in operational workflows.

Conscientious and compassionate human resources professional with drive for helping **employers recruit, develop and retain qualified candidates**. Skilled at partnering with management teams **to build employee-centric cultures promoting positive morale** and optimizing productivity. Motivating and positive with excellent interpersonal, coaching and communication skills. To seek and maintain a full-time position that offers professional challenges **utilizing interpersonal skills, excellent time management and problem-solving skills**. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy **expressing an interest in teaching positions**.

Work History

2022-12 – 2024-07

Receptionist Administrator

Ocean American School, United Arab Emirates

- Enhanced customer satisfaction by efficiently managing incoming calls and directing them to appropriate departments.
- Maintained a clean, organized, and welcoming reception area with updated reading materials for visitors while monitoring security by verifying visitor credentials and issuing visitor badges.
- Streamlined office operations for increased productivity by organizing and maintaining physical and digital filing systems. Registering Students on ESIS system. Inputting of all absences in ESIS system for all 90 students and student marks.
- Collaborated with team members on various projects to achieve department goals and improve overall efficiency.
- Bolstered communication between departments by promptly disseminating important announcements or information via email or interoffice memos.
- Preparing files, Managing documents and online media platforms.
- Answered questions and addressed, resolved, or escalated issues to management personnel to satisfy customers.

2004-10 – 2022-11

Payroll Consultant

Pal Solutions, South Africa

- Supported 5 clients in respect of Payroll and HR software and statutory legislation which included South Africa, Namibia and Botswana.
- Conducted quality testing of changed or new system parameters on PAL Integrated Payroll / HR system.
- Created organograms for clients via the Pal HR system, leave- and performance – management modules as per company policy requirements.
- Compiled user manuals / training material to guide new clients with navigation on the PAL payroll system.
- Aided with implementation of Company's policies and payment rules.
- Altered system parameters for clients with statutory changes e.g. new tax tables, etc. Change client's parameter files as per Incident Reports received. Create parameter files for new clients as per clients' specifications.
- Maintained strict confidentiality when handling sensitive employee information, always protecting privacy rights.
- Established positive relationships with vendors and third-party administrators to facilitate smooth payroll operations.
- Provided exceptional customer service by addressing client inquiries promptly and effectively resolving issues.
- Reduced errors in payroll processing through diligent review, system improvements, and employee training.
- Assisted in the development of company-wide payroll policies that aligned with legal requirements and industry standards.
- Optimized payroll processes by implementing efficient software solutions and streamlining procedures.
- Educated employees on various aspects of payroll including deductions, overtime calculations, and tax implications.

2001-04 – 2004-09

SAP Consultant HR Support and Payroll Officer

Fidelity Corporate Services, South Africa

- Provided support and training 60 Users on SAP HR / Payroll system for optimal usage of the system by Users on the SAP HR / Payroll system.
- Performed General Ledger Interfaces (including FI/CO postings); Run Leave Accumulation reports on monthly basis for all 60 Users.
- Generated month end reports to clients; accurately and within the requested



Contact

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Education

July 2024

The Tefal Academy, USA, **30 Hour Teaching English to young learners TEFL Certificate**

July 2024

The Tefal Academy, USA, **30 Hour Teaching English online and one-on-one TEFL Certificate**

July 2024

The Tefal Academy, USA, **30 Hour Teaching Business English TEFL Certificate**

Oct 2023 – Jun 2024

The Tefal Academy, USA, **Level 5 168 Hour TEFL Diploma**

Oct 2020

CM Professional Services & Consulting, **Basic Configuration Management Course**

1997

Central University of Technology Free State, **bachelor's degree Human Resource Management**

1991

Central University of Technology Free State, **associate's degree Human Resource Management**

1987

High School Diploma, Unitas High school

time frame.

- Processed IRP5 run; generate IRP5 Tax Certificates and IT3 (a) forms.
- Tested data to ensure accuracy and relevance in order to meet stakeholder's requirements.
- Maintained changes of Personnel and Organizational structures.
- Enhanced system performance with regular system monitoring, troubleshooting, and optimization tasks.
- Supported continuous improvement efforts by regularly updating knowledge on relevant SAP modules and industry trends.
- Played an instrumental role in resolving complex technical issues that arose during project implementation phases.
- Improved system stability by proactively identifying potential issues and implementing preventive measures.
- Successfully migrated legacy systems to newer versions of SAP platforms, ensuring seamless transition for end users.
- Traveled to client locations to implement SAP solutions and offered post-installation support services.
- Documented and maintained technical specifications for SAP applications.
- Collaborated with upper management to drive strategy and implement new processes.
- Provided exceptional customer service by responding to employee inquiries regarding pay slips, deductions, taxes, and benefits in a timely manner.
- Delivered successful SAP projects by collaborating with cross-functional teams and adhering to project timelines.

Payroll Manager- Oct 1999 –Mar 2001

- Improved payroll accuracy by conducting regular audits and addressing discrepancies proactively for a client base of approximately 500 (Temporary workers, Contract workers and Permanent employees).
- Processed payroll of all Management and above Grades, Salaries of Corporate Division nationwide on a Cost to Company basis.
- Addressed employee inquiries regarding pay issues promptly, fostering positive relationships between management and staff members. Handle pay slip and IRP5 queries.
- Spearheaded electronic application of tax directives via e-Filing on the SARS website.
- Provided certificates of service and UIF documents to staff member as per payroll legislation.
- Validated and authorized ACB (Salary payments) files.
- Compile and prepared monthly variance report for HR Director.
- Ensured accurate FI/CO General Ledger postings monthly.

Human Resource Manager

- Collaborated with executive leadership to align HR initiatives with overall business goals and objectives.
- Reduced time-to-hire metrics by optimizing recruiting processes, utilizing technology, and streamlining candidate screening methods.
- Provided Take Home Pay calculations to Management Staff, retrenchment- and retirement calculations on requests, quotations of the withdrawal benefits, in respect of retirement fund investment to Management Staff.
- Maintained employment records of 500 staff members on SAP payroll system.
- Developed comprehensive onboarding programs to facilitate smooth integration of new employees into the organization.
- Maintained accurate HR records in compliance with applicable laws, ensuring efficient data retrieval when required.

1992-01 - 1999-09

Previous Positions Held

Various, South Africa

- Performed payroll and HR function to all contractor and permanent staff members of approximately 1 000 employees on the SAP 4.6B payroll system.
- Addressed employee inquiries regarding pay issues promptly, fostering positive relationships between management and staff members.
- Collaborated with HR and Finance departments for seamless integration of new hires into the payroll system.
- Improved payroll accuracy by conducting regular audits and addressing discrepancies proactively.
- Provided expert advice on complex pay-related matters such as overtime calculations, garnishments, bonuses, or deductions to both employees and managers alike.
- Assisted with tax year-end IRP5 processes, checking and confirming accuracy of IRP5 data.

HR Officer Fidelity Cash Management Jan 1995 - Nov 1997

- Conducted various HR related functions such as updating payroll system with all new engagements and terminations for approximately 50 employees, assisted with recruitment, maintained accurate payroll data records- data integrity, facilitated induction and training sessions, assisted with salary structuring of staff members and Industrial Relation (IR) matters and attend IR hearings as and when required.

New Business Administrator Southern Life Insurance Jan 1992 - Dec 1994

- Screened new policy applications, addressed policy queries and assisted with withdrawal payments of policies.
- Performed administrative duties which included filing, assist with switchboard duties, send letters to policy holders, collecting of monthly payments for policies.

Skills

Expense reimbursements
SAP
Payroll Auditing
Resolving discrepancies
New hire processing
Tax Compliance
Payroll Processing
Compliance understanding
Recordkeeping requirements
HR Support
Internal Controls
Employee benefits administration