

# ADAM ARUCAS

## HCM Implementation / Support Consultant

Focused on turning customers into fans

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## ► SUMMARY

Customer-Focused and problem-solving professional with **over 19 years of experience** delivering innovative-thinking ideas, and outstanding customer service with **Fortune 500 companies**. Passionate about achieving the **highest levels of client success**, satisfaction, and retention. Extraordinary talent for **building close client relationships** to understand their goals to meet them.

Talented leader offering top-notch abilities in account management through a **consultative approach**, improving organizational process, **customer satisfaction** and driving a culture of continuous improvement while fostering an innovative work environment that empowers teams to outperform. **Multi-lingual: English, Spanish and Portuguese.**

Customer Service	SAAS	Data Analysis	UKG Implementation
Client Retention	CRMs Salesforce	UltiPro, SQL Server, BI	Team Leadership
Customer Success	ACA and Benefits Certified	CC / D, FIBA, FATCA	Creative Strategy

## ► WORK HISTORY

### HRchitect – Remote

#### Certified Senior HCM Implementation Consultant

2023 – 2024

- Senior Level Implementation Support for UKG Pro Customers with additional SME assistance for ancillary modules (ACA, Benefits Management, Payment Services etc.).
- Obtained and Renewed Multiple UKG Certifications (UKG Pro People/ Pay and UKG Pro Managed Services)
- Translate project objectives and vision into clear goals for the team.
- Managed team members and necessary resources to achieve project objectives.
- Supported sales and business development by attending prospective client meetings, providing information for sales presentations and proposals.
- Provided subject matter expertise to sales and other internal team members upon request.
- Utilized practitioner and project expertise to collaborate with leadership on continued development of business opportunities, resources, and tools.

### Jubilant – Remote

#### Certified UKG IC – HR Support / System Consultant – ACA SME

2022 – 2023

- Provided project leadership, direction, management, communication, and support of managed services customers throughout the project lifecycle.
- Accountable for the overall success of the project and quality of services while balancing the competing demands.
- Effective leadership and management of internal and external resources to meet project objectives by maintaining open communication among project team members.
- Assisted in leading and participating in project team meetings efficiently and with intended results.
- Helped team members establish open, collaborative relationships.

**ULTIMATE KRONOS GROUP – Remote**

**SR Service & Support Specialist (Team Lead) PS Support and Escalations**

2021 – 2022

- Oversee a sales territory with an assigned base of customers with an Annual Recurring Revenue of over \$13M.
- Coordinate customer support services delivery, ensuring clients get the right solution.
- Effective management of up to 50 accounts including large enterprises.
- Deliver outstanding customer service to ensure over 95% of the accounts are classified as “not risk to leave”.
- Develop strong relationships with internal partners to optimize the customer service process driving client success.
- Design and present quarterly business reviews to help the executive team anticipate changes and formulate strategies.
- Perform weekly proactive outreaches by maintaining contact with customers to enhance their experience.
- Develop and implement action plans to drive resolution of service experience concerns and recommend next steps.
- Committee Member – Pride @ UKG.

**Lead Account Manager**

2018 –2021

- Oversaw a sales territory with an assigned base of customers with an Annual Recurring Revenue of over \$13M.
- Coordinate customer support services delivery, ensuring clients get the right solution.
- Effective management of up to 50 accounts including large enterprises.
- Delivered outstanding customer service to ensure over 95% of the accounts are classified as “not risk to leave”.
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**ACA Benefits Specialist**

2015 - 2018

- Served as go-to person and ensured customer satisfaction in difficult situations for over 400 accounts.
- Enhanced customer experience by providing exceptional service while assisting with a range of complex inquiries.
- Reduce the TTR (Time to Resolution) by +25% ensuring over 98% is closed in less than 3 Days.
- Successfully book of business management supporting effectively over 700 cases per year.
- Created monthly and quarterly reports and notifications for customers to ensure compliance.
- Coordinated timely and accurately electronic filling, and distribution of year-end forms on behalf of our customers.
- Recognized and awarded as a Customer Satisfaction Top contributor for three years in a row.
- Created ACA Welcome Webcast – UltiVate.
- Executive Committee Member –PRIDEUS-2016-2018.

## **BANESCO – Miami, FL**

### **Branch Manager**

2013 – 2015

- Promoted from Customer Service / Teller role.
- Directed a dynamic team of 4 including performance appraisals, schedules and coaching/mentoring.
- Customer-focus approach to ensure 5-10 new accounts opening daily.
- Increased branch revenue with deposit and investment balance growth of over 40%.
- Drove additional revenue through an effective sales strategy including cross-selling initiatives.
- Kept up-to-date knowledge of bank products and services to offer customers.
- Teamed with Business Banker to increase Branch Based Deposits with over \$8M.

## **OCEAN BANK – Miami, FL**

### **Wealth Mgmt. - Personal Banking Asst**

2007 – 2013

- Enhanced customer experience to ensure a 98% retention rate during the 2008/2009 crisis.
- Played a pivotal role in maintaining an international portfolio customer from Europe, the Americas, and the Caribbean.
- Reviewed and approved documentation prior to opening NRA Accounts, ensuring compliance.
- Coordinated System Modifications and Enhancements via a Windows and DOS Based environment.

## **JP MORGAN CHASE BANK – Florida**

### **Operations Supervisor**

2005 – 2007

- Oversaw a dynamic and multi-cultural operation including coaching and mentoring a diverse team of 25 contributors.
- Directed the day-to-day activities, including customer experience, cash shipments, and team member schedules.
- Provided hands-on leadership to ensure that all staff work is accurate and adhering to bank policies and procedures.
- Conducted monthly security and operation meetings/training and cross-training as well as performance reviews, branch audits of tellers, new accounts, vaults, and safe deposits boxes.

## **EDUCATION**

### **Employer Healthcare Congress**

Certified Healthcare Reform Specialist (CHRS) | 2018-Present

### **Ulti-University**

UKG Pro People/ Pay Certified 2022 - Present

UKG Pro Managed Services Certified 2022 - Present

LeadUS – Footprints – 2016/17

Fierce Conversations – 2016

Ulti-Excellence – 2016

### **Miami-Dade College**

AA, Business Administration and Management | 2013-2015

American Institute of Banking – AIB / Personal Banking / Supervisor.

Global Customer Service Representative

## **VOLUNTEER EXPERIENCE**

Committee Member – Pride @ UKG | 2018 – 2022

Executive Committee Member –PRIDEUS-2016-2018 / 2021-2022

Feeding South Florida | 2015 - Present