

WES SHELTON

Plymouth, MI | wshelton89@gmail.com

linkedin.com/in/wallace-shelton-559b0364 | wesshelton.com | GitHub: Automater89

HR AND BENEFITS TECHNOLOGY | AI ENABLEMENT | PROCESS IMPROVEMENT

ADP Workforce Now, Workday, PeopleSoft • Copilot Studio and Power Platform • Training and Adoption Programs

SUMMARY

IT project manager who came to IT from benefits and HR systems work, most recently at a global chemical manufacturer as the escalation point for Copilot and Microsoft 365 issues. Ran a digital learning program: 34 sessions, 1,019 attendees, 72% attendance conversion, and an average CSAT of 2.91 out of 3. Built 500+ governed prompts with responsible-AI documentation, and recommended Power Automate over a Copilot Studio agent when Legal needed auditable routing. Lean Six Sigma Black Belt.

CORE COMPETENCIES

Gather and document business and functional requirements • Map current-state and future-state processes • Analyze gaps and weigh solution options with IT and business partners • Plan and coordinate UAT and user pilots • Translate priorities, risks, and decisions between business and technical teams • Govern application intake and portfolio lifecycle (ServiceNow APM) • Deliver training and change enablement • Build Excel reporting and audits (VLOOKUP, pivot tables)

Strengths

Curious: piloted early Copilot use cases in HR before IT, then built and piloted a Copilot Studio solution for SCORM content conversion.

Empathetic: designed enablement for varied comfort levels across 29 topics, plus two Copilot sessions for colleagues in Germany.

Collaborative: cataloged 29 IT processes with three IT teams, in 22+ swimlane diagrams and 16 Visio maps.

PROFESSIONAL EXPERIENCE

WACKER Chemical Corporation, Ann Arbor, MI

December 2024 – September 2026

IT Project Manager / AI Enablement Specialist

Managed the ServiceNow Application Portfolio Management lifecycle from business demand intake through delivery and retirement, and owned the Software Cloud Check intake process, presenting business-partner cases to German IT for approval or decline. Led requirements elicitation and cross-functional sessions with HR, Legal, Operations, and IT, and tracked AI team project work in Azure DevOps. Wrote software and cloud intake guides, vendor questionnaires, and Version 2.0 of the Regional Cloud Review Process Guide.

Requirements, Process Analysis, and Solution Delivery

- Built a governed IT process library with the Applications, Client Services, and Infrastructure teams: cataloged 29 processes with 22+ swimlane diagrams showing decision points and step-by-step procedures, plus 16 Visio maps.
- Documented the current-state Webex-based training process (13+ manual steps with several handoffs) and piloted a simplified method during a live Copilot enablement session.
- Evaluated a Copilot Studio agent against a Power Automate and SharePoint List design for Legal intake routing; recommended the deterministic path because Legal needed auditable behavior, then built it with the Data & Analytics team and redesigned the dashboard with Legal after the first version missed their needs.
- Ran user acceptance testing on WACKER's in-house AI assistant before release: uploaded source data, worked through set test scenarios, checked answer accuracy, and logged issues for go-live sign-off.
- Built and piloted a Copilot Studio solution for SCORM content conversion; delivered user and agent-sharing documentation and demonstrated the solution to stakeholders.
- Gathered HR and IT requirements for employee offboarding and prepared the charter, RACI, risk mapping, and UAT plan; built and deployed Power Automate workflows for HR offboarding.

Enablement and Adoption Reporting

- Led a digital learning program, delivering 34 sessions across 29 distinct topics that drew 1,412 registrations and 1,019 attendees at a 72% attendance conversion rate, with an average CSAT of 2.91 out of 3.
- Administered LinkedIn Learning for the region and supported a Copilot Web learning path; partnered with the Germany and Czech Republic IT teams on local Copilot enablement and ran two Copilot sessions for colleagues in Germany.
- Was the escalation point for Copilot and Microsoft 365 issues, working with Enterprise Architecture, Security, and Legal.
- Ran a Tableau training session in the digital learning program; developed 500+ governed prompts with use-case categorization and responsible-AI documentation.

WACKER Chemical Corporation, Ann Arbor, MI

June 2022 – December 2024

Benefits Specialist / IT Digital Champion

Benefits administration for the North American organization in ADP Workforce Now, used daily, paired with a digital-champion role supporting Microsoft 365 and AI adoption within HR.

ADP Workforce Now Configuration and Benefits Systems

- Managed benefits projects end to end, including the Aetna and Fidelity implementations, the ADP Mobile benefits rollout, and annual open-enrollment configuration in ADP Workforce Now; tested changes with written test checklists before production.
- Independently configured deduction codes, eligibility rules, and annual enrollment setup in ADP Workforce Now; processed enrollments and life events, ran imports and exports, and built ADP Reports & Analytics reports.
- Activated self-service life events, ADP Mobile benefits access, and unused benefits modules, and held weekly calls with the ADP service representative each open enrollment to move enrollment data into ADP and out to vendors.
- Reconciled carrier EDI feeds, Fidelity 401(k) files, and payroll deductions against ADP Workforce Now records, resolved ADP support cases, and with the team updated all UNUM plans for 2024 open enrollment.

Benefits Operations and Analysis

- Contributed to a cross-functional Benefits Customer Service Tracker on SharePoint with Power Automate routing and notifications, supporting service intake and workload visibility. Defined intake UX standards and KPI frameworks (first-response time, workload visibility, resolution velocity).
- Developed a 401(k) and medical-plan RFP analysis covering about 2,000 North American employees; piloted early Copilot use cases.
- Audited weekly payroll results, including Fidelity 401(k) contributions, in Excel as payroll was finalized; ran post-open-enrollment audits with VLOOKUP and built pivot-table summaries of benefit payment details for Finance.

ROCKET COMPANIES (formerly Rock Central / Quicken Loans), Detroit, MI

July 2019 – June 2022

Benefits Specialist

Benefits systems and vendor data coordination, including HealthEquity and BCBSM platform processing and maintenance.

- Processed bi-weekly EDI 834 eligibility files and resolved rejects; reviewed bi-weekly BCBSM audit reports and corrected rejected team members' enrollment records in Workday so they were added to their medical plans on the next file; automated HSA/FSA account steps and bi-weekly file-validation audit reports.
- Tested Workday benefits changes and releases with written test checklists before production (UAT).
- Delivered open enrollment sessions to 300+ team members per session and new-hire orientation to groups of 50 to 200.

County of Wayne, Detroit, MI

April 2017 – July 2019

Benefits and Disability Analyst (Department Manager 5), promoted September 2018

Led the benefits team as liaison between HR, Payroll, and IT; hired, onboarded, and trained two staff and one converted intern. Analyzed PeopleSoft enrollment and claims data and coordinated benefit data delivery to Payroll, Retirement, and third-party administrators. Delivered the county's OPEB data request to actuaries, the Deputy CFO, and the Director of Finance. Audited and reconciled payroll and eligibility reports, maintained retiree stipend and HRA reporting, and served as primary county contact for bi-weekly HSA/FSA maintenance, MERS contributions, and IUOE healthcare payment data.

Benefits Enrollment Specialist (Department Manager 1)

Managed PeopleSoft benefits data, enrollment, life events, and eligibility; validated data and resolved employee issues.

Blue Cross Blue Shield of Michigan, Detroit, MI

May 2013 – April 2017

Customer Service Representative II

Supported coverage, claims, and eligibility questions in regulated healthcare, including claim lookups and adjustments in NASCO. Tested the new NASCO platform in a pilot and gave feedback before it rolled out to all CSRs. Automated manual data-capture and reporting steps, performed PeopleSoft data-quality audits with IT on inbound feeds, and documented escalation paths.

INDEPENDENT AI PROJECTS

Personal and portfolio work, AI-assisted with Perplexity and Perplexity Computer.

- Configured and iterated reusable Perplexity Computer skills with defined inputs, task ownership, and approval boundaries, plus source-of-truth rules, claim restrictions, and versioned handoffs for workflows shared with Claude.
- Created a reusable onboarding guide that translates a multi-step Perplexity workflow into setup instructions, examples, templates, and human-approval checkpoints; built an interactive learning simulator that teaches a complex rule through visual scenarios and plain-language feedback.

EDUCATION AND CERTIFICATIONS

Bachelor of Science, History, Eastern Michigan University

Lean Six Sigma Black Belt • SQL (Advanced), HackerRank, Oct 2026 • AI Fluency: Framework and Foundations, Anthropic, Oct 2026

ServiceNow IT Leadership Professional Certificate, ServiceNow, Nov 2024

Agile Project Management Professional, Atlassian, Oct 2024 • Career Essentials in Generative AI, Microsoft and LinkedIn, Jul 2024

TOOLS

ServiceNow (Application Portfolio Management) • Azure DevOps (project tracking) • Jira: intermediate, training-based • Microsoft 365, SharePoint, Teams • Webex • Copilot Studio • Power Automate • Perplexity and Perplexity Computer • Visio • Advanced Excel (VLOOKUP, pivot tables) • SQL • ADP Workforce Now • PeopleSoft • Workday