KAREN O'BRIEN

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SUMMARY

Payroll supervisor with 8 years of progressive payroll experience, now leading a 4-person team that pays 2,600 employees in UKG Pro. Sets timekeeping controls, owns payroll compliance and year-end processing, and meets every deadline through close review, analytical skills and clear written and verbal communication skills with HR and finance.

SKILLS

- Payroll Processing
- UKG Pro
- Timekeeping
- Payroll Compliance
- Year-End Processing
- Microsoft Excel
- Microsoft Office
- Outlook
- Analytical Skills
- Written and Verbal Communication Skills

CERTIFICATES

Certified Payroll Professional (CPP)

PayrollOrg (American Payroll Association)
04/2021

EXPERIENCE

Payroll Supervisor

Wachusett Senior Living Group • Worcester, MA
09/2022 - Present
Supervises payroll for a senior living operator with 2,600 employees at 18 communities.

- Direct **4** payroll specialists processing biweekly payroll for 2,600 employees in UKG Pro.
- Approve each payroll register after a variance review, holding accuracy at 99.7% over 90 pay runs.
- Set timekeeping controls for 18 communities, cutting missed-punch edits by 38%.
- Own year-end processing and quarterly filings in 3 states, with no late penalties since 2022.

Senior Payroll Specialist

Merrimack Valley Precision Parts • Lowell, MA
05/2019 - 08/2022
Senior payroll role at a 1,100-employee precision parts manufacturer.

- Processed weekly payroll for 1,100 hourly and salaried employees across 3 shifts.
- Wrote 12 payroll best practices and desk procedures that new staff still use in training.
- Calculated retro pay for 300 union employees after a contract settlement within 2 cycles.
- Built weekly Microsoft Excel overtime reports for plant managers.

Payroll Clerk

Blackstone Mutual Insurance Agency • Worcester, MA
06/2018 - 04/2019
Clerk at a regional insurance agency with 180 employees.

- Recorded biweekly hours and commissions for 180 employees in the payroll system.
- Filed new hire paperwork and state reports in Microsoft Office templates and Outlook folders.
- Processed 30 commission adjustments a month after sales managers approved them.

EDUCATION

Bachelor of Science

Worcester State University • Worcester, MA • 05/2018
Accounting