

Jonathan Pierce

Senior Implementation Consultant

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SUMMARY

Senior Implementation Consultant with 8 years of experience implementing HCM and payroll software for employers with 500 to 20,000 staff. Leads requirements gathering, payroll configuration, data migration and integration testing, and mentors newer consultants. Known for clear communication with HR, payroll and IT leaders when deadlines and tax rules collide.

SKILLS

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|-------------------------|--------------------------|--------------------|
| • HCM Implementation | • Requirements Gathering | • Project Planning |
| • Payroll Configuration | • SQL | • Communication |
| • Data Migration | • Excel | |
| • Integration Testing | • Change Management | |

EXPERIENCE

Senior Implementation Consultant

01/2022 - Present

Queen City Workforce Systems

Charlotte, NC

HCM and payroll SaaS provider serving 3,000 employers.

- Lead **14** enterprise HCM implementations since 2022, the largest covering 18,000 employees in 9 states.
- Design payroll configuration for multi-state tax, garnishments and union rules, passing 3 parallel runs per client.
- Direct data migration of employee history with SQL and Excel validation, keeping variance under 0.1% at cutover.
- Mentor 5 implementation consultants and review their workbooks before every client design sign-off.

Implementation Consultant

06/2018 - 12/2021

Piedmont Benefits Technology

Raleigh, NC

Benefits administration software for mid-size employers.

- Implemented benefits administration for 45 employers, configuring plans, rates and eligibility rules.
- Built 60 carrier file integrations and finished integration testing before each open enrollment.
- Ran change management sessions for HR teams, cutting post-launch support tickets by 30%.
- Wrote project plans and weekly status reports that flagged risks 2 weeks ahead of key dates.

EDUCATION

Bachelor of Science

University of North Carolina at Charlotte

Business Administration

Charlotte, NC

05/2018

CERTIFICATES

Certified Payroll Professional (CPP)

04/2021

PayrollOrg

Project Management Professional (PMP)

10/2023

Project Management Institute