

JOHN HAYES NIELSEN

PHONE: 801.979.7682 • E-MAIL: johnhayesnielsen@gmail.com

BUSINESS ADMINISTRATOR AND PROJECT MANAGER

ADMINISTRATIVE DEVELOPMENT • GENERAL MANAGER • ACCOUNTS RECEIVABLE • PAYROLL

PROFESSIONAL

The Piano Place

Draper, UT 2018 – Present

Director of Billing

June 2018 – Present

- Restructured and implemented a more streamlined internal billing system that benefitted both administration and customers.
- Collected over \$30k from overdue accounts in the first 3 months representing 12% increase in total revenue in that time frame. Continuously maintained a sub-3% of monthly revenue from outstanding accounts.

Director of HR and Payroll

August 2019 – Present

- Managed the hiring and onboarding of 30 new teachers in a 4 month time frame. Centralized hiring processes from three departments into one, improving communication and information flow between HR and Studio Directors.
- Connected Billing and Payroll to further enhance backend communication and help eliminate improper payouts.

Studio Director

January 2019 – August 2019

- Coordinated with over 30 teachers to ensure proper scheduling and care of 600 students.
- Handled sensitive situations and managed expectations between clients, teachers and studio to create positive results and maintain an exceptional reputation for the studio in the community.

Head of Business Development

June 2018 – January 2019

- Originally hired to teach over 40 students in private instrument lessons and showed initiative and talents to help the company grow, leading to the creation of a new Business Development position.
- Brainstormed and created the infrastructure to be able to open brand new studio leading to 50% new growth company wide while maintaining stable operations in existing studios.

Marina Beach Motel – Warren Resort Hotels

Santa Barbara, CA

General Manager

2016 - 2017

- Discovered discrepancies in payroll procedures that were causing inaccuracies in payment of employees. Communicated with corporate and initiated changes to fix the issue.
- Helped revenues grow from \$1.4 million to \$1.5 million in first year by creating more consistent standards with employees, being more hands-on with guests, and creating significantly better tracking systems for supplies.
- Conducted on-site evaluation of a property for potential acquisition; inspected the area, conducted research, and interviewed key players; made recommendations to corporate regarding valuations, pitfalls, and feasibility.
- Collaborated with finance manager to master accounting system that collects financial data from bank statements, reports, cash drawer and other income sources; using Excel and QuickBooks Accounting Software, learned procedures for enhanced checks and balances across all properties; prepared recommendations and improvements for implementation throughout the entire corporation.
- Implemented additional tools to create a larger online presence that resulted in better reviews of the property, more visibility worldwide, and quicker pre-sellouts of the Motel which created a higher Average Daily Rate.
- Other notable achievements during Marina Beach Motel tenure include: Managed through a complete lobby remodel without a single complaint; continuous financial growth each quarter; effectively managed a team of 16 employees; continuously placed on Trip Advisor's top places to stay in Santa Barbara; never had a negative complaint from guests about myself.

O.C. Tanner

Salt Lake City, UT

Technical/Copywriter – Material Description Process Owner

2013 - 2016

- Streamlined and improved writing process by creating template for buyers and purchasers to use as they bring in new merchandise; championed new process with departments and convinced them of the value to the organization.
- Created new ways for users to find premiums that they want in online and printed catalogues; used new categories and key words to boost appeal and improve access for the customer.
- Introduced new standards to writing process that lead to turnaround time of 3 days, as opposed to previous turnaround time of 3-4 months.

Caregiver Support Network

Murray, UT

Assistant Controller

2008 - 2013

- Developed weekly deposit tracking system and implemented a scanned filing system for payment records.
- Added value to numerous projects by creating innovative solutions which resulted in the company significantly reducing overhead.
- Completed tasks efficiently and made good use of additional time by stepping in to help others in their work, including assisting HR, Payroll, I.T, and Billing.

COMPLIMENTARY EXPERIENCE

- Performed in high energy and challenging lead and ensemble roles in various semi-professional theaters around Utah including Hale Centre Theatre (West Valley City/Sandy) and Centerpoint Legacy Theatre for the past 17 years.
- Work experience with increasing responsibility in a variety of service positions including home health care office manager, support for autistic boys in a group home, restaurant server, cook/counter help.

EDUCATION

Brigham Young University

Provo, UT

Completed one year of generals