

# JOHN HAYES NIELSEN

801.979.7682 • [johnhayesnielsen@gmail.com](mailto:johnhayesnielsen@gmail.com) • [in/johnhayesnielsen](https://www.linkedin.com/in/johnhayesnielsen)

---

## SUMMARY

**Expert payroll administrator** with experience calculating and processing complicated payrolls with employees in multiple states (Utah, California, and Florida) and industries (healthcare, hospitality, service) and a deep understanding of additional pays, deductions, and other payroll processes.

**Committed business developer** with the ability to create new strategies and build businesses and processes from the ground up.

**Knowledgeable HR generalist** with familiarity with recruiting, onboarding, training, organizing employee data, handling sensitive information, and strategic consulting.

**Articulate communicator and trainer** with the skill to build positive relationships with clients and administration through creative problem solving and clear communication.

---

## EXPERIENCE

### Director of Payroll, HR, and Billing

January 2018 – Present

**The Piano Place**—Draper, UT

*Responsibilities include posting bi-weekly payroll for 50 employees; processing monthly billing for 900 client accounts; scheduling and caring for 1300 students, enhancing exceptional relationships with clients; resolving sensitive employee situations, proactively hiring and onboarding new teachers; creating and executing training resources for new hires.*

- ❖ Enhanced internal communications and increased payroll accuracy by merging Billing and Payroll into one cohesive system.
- ❖ Increased billing efficiency and transparency leading to a 12% increase in total revenue by implementing a billing system that streamlined invoicing processes.
- ❖ Launched the opening of a brand-new facility including marketing materials, client communication, and hiring.
- ❖ Centralized hiring processes which decreased hiring timeline and onboarding overhead.
- ❖ Fostered an environment of open communication among clients and teachers decreasing lag time

### General Manager

2016 – 2018

**Marina Beach Motel – Warren Resort Hotels** —Santa Barbara, CA

*Responsibilities included preparing reports and processing weekly payrolls which included reimbursements, additional pays, deductions, shareholders, and complicated time sheets for 16 employees; oversaw recruiting, onboarding, and training of new employees; directed administration functions and consulted with top executives on strategic planning; heightened online presence and brand through positive customer interactions*

- ❖ Increased revenue from \$1.4 million to \$1.5 million by amending inaccurate payroll procedures, creating more consistent employee standards, and organizing methods for tracking supplies.
  - ❖ Implemented a greater online presence and world-wide visibility resulting in higher customer reviews, quicker pre-sellouts, and higher average daily rates.
  - ❖ Continuously placed on Trip Advisor's top places to stay in Santa Barbara.
  - ❖ Project managed a complete lobby remodel without a single customer complaint.
  - ❖ Orchestrated an on-site property acquisition evaluation consisting of asset inspections, market research, and buyer interviews.
-

---

**Assistant Controller****2008 – 2013****Caregiver Support Network**

*Responsibilities included processing bi-weekly payroll for 120 healthcare employees in multiple states; ensuring accuracy for additional pays, withholdings, reimbursements, deductions, taxes, and shareholders; took responsibility for collecting and depositing employee and company 401(k) contributions; guaranteed company stayed HIPPA compliant; prepared annual employee tax forms including 1095-Cs and W4s.*

- ❖ Modernized a complicated payroll process that included multiple pay types, mileage reimbursements, cell phone reimbursements, employees in several states, and shareholder payouts.
- ❖ Increased payment transparency by introducing a weekly deposit tracking system
- ❖ Reorganized and streamlined employee data and payroll information using Quickbooks and Great Plains.
- ❖ Trusted to handle HR, Payroll, IT, and Billing tasks as needed.

**Technical Writer/Copywriter****2013 – 2016****O.C. Tanner — Salt Lake City, UT**

*Responsibilities included writing templates for new merchandise.*

- ❖ Created and introduced new standards that decreased turnaround time from 3-4 months to 3 days.
- ❖ Organized writing process and improved online access for customers.

---

**Performer****2003 – Present**

Performing in high-energy and challenging lead and ensemble roles in various semi-professional theaters around Utah including Hale Centre Theatre (West Valley City/Sandy, Utah) and Centerpointe Legacy Theatre.