

Amy Bray

SUMMARY

Solutions-driven HRIS & Payroll Operations leader with 13+ years of experience building global payroll programs, optimizing systems (Salesforce, Bullhorn, ADP, Smartsheet, Zendesk), and driving employee engagement strategies. Proven success scaling contingent workforce programs (1,000+ global contractors), leading cross-functional process improvements, and designing innovative HR technology solutions like *AuniConnect*.

CORE COMPETENCIES

Global Payroll • HRIS (Salesforce, ADP WFN, Workday HCM) • Compliance & Governance • Contingent Workforce Management • Process Optimization • Vendor & EOR Partnerships • People Ops Strategy • Employee Engagement Programs

FEATURED PROJECTS

- **AuniConnect: HR Innovation Platform** – Designed and built a Flask-based engagement platform with AI chatbot (*Aunikah*), Kudos Wall, onboarding support, and admin dashboards.
- **Global Payroll Operations** – At Upwork, built and scaled payroll/EOR program across 20+ countries; at Velocity Global, migrated U.S. payroll into their system, establishing compliance and accuracy for 500+ employees.
- **Systems & Process Optimization** – At The Mom Project, led Salesforce and Bullhorn HRIS integrations, reducing onboarding-to-payroll cycle time by 30% and strengthening compliance reporting.
- **People Ops & Engagement** – Developed scalable onboarding, compliance trackers (*Ready-to-Work*), recognition programs, and team development activities that improved retention and engagement across distributed teams.

PROFESSIONAL EXPERIENCE

The Mom Project — Manager, Customer Operations

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Jan 2022 – Mar 2025 | Remote

- Directed onboarding, payroll, and support operations for staffing agency talent across the U.S. and internationally.
- Managed a remote team of 6 specialists covering onboarding, offboarding, and customer support.
- Partnered with IT to migrate workflows into Salesforce and Bullhorn, cutting onboarding-to-payroll cycle time by 30% and improving data accuracy.
- Oversaw multi-state payroll for ~500 employees, ensuring compliance with complex labor laws.

- Designed and implemented the *Ready to Work* tracker, giving clients real-time visibility into work authorization and audit readiness.
- Acted as an escalation point for payroll discrepancies, compliance issues, and benefits questions.
- Created SOPs, FAQs, and training materials to improve query resolution speed and consistency.
- Facilitated Salesforce Trailhead training and engagement activities to support morale and professional development.

Velocity Global (now Pebl) — Payroll Operations Specialist

Oct 2021 – Jan 2022 | Remote

- Supported payroll processing for 500+ employees across the U.S., partnering with Finance and HR teams.
- Ensured compliance with federal, state, and local payroll regulations.
- Coordinated with vendors on issue resolution and process improvements.

Upwork — Global Contingent Workforce Program Manager

2012 – 2021 | Remote

- Built and led the contingent workforce program from the ground up, managing 800+ U.S. and 200+ international contractors.
- Served as Vendor Relations Manager for global EOR partners (Papaya, Safeguard, Velocity Global, etc.), overseeing contracts, service levels, and compliance standards.
- Partnered with Legal and HR to develop worker classification policies, vendor governance standards, and global contingent labor protocols.
- Streamlined HRIS processes, optimized contractor data accuracy, and implemented a centralized document management system for contracts and personnel files.
- Mentored HR and operations team members on global contractor management best practices.
- Supported IPO-related compliance efforts with SOC/SOX audit preparation and reporting.

EDUCATION & CERTIFICATIONS

- **MBA, Human Resources Management** - Northcentral University
- **BA, Social Sciences (Personnel Psychology)** - Washington State University
- **Certifications:**
 - PHR, CCWP, CSP, TSC
 - In progress: Salesforce Agentforce Specialist, Microsoft Azure AI-900 & AZ-900, AWS CCP