

# Jovana Petkovic

San Diego, CA

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## **SUMMARY**

Experienced payroll professional with a strong background in payroll operations, compliance, and data-driven process improvements. Currently pursuing a Master's in Data Science to deepen expertise in analytics, machine learning, and automation. Skilled in Python, SQL, and data visualization, with a passion for leveraging data to enhance efficiency, optimize workflows, and drive strategic decision-making. Seeking opportunities to leverage my strong analytical foundation from payroll operations and compliance in the data science field, with a focus on creating impactful business solutions through data-driven insights and advanced analytics.

## **EXPERIENCE**

**Docusign Inc.:** San Diego, CA (03/2023 – Present)

*Sr Payroll Analyst*

- Conduct high-accuracy biweekly payroll reconciliation for approximately 5,000 U.S. employees, ensuring compliance and data integrity with minimal to no errors for a payroll that annually estimates near \$1.2 billion in earnings.
- Designed and launched a state mismatch and local taxation setup audit to ensure our employees' tax configurations align accurately with their residential locations, preventing compliance issues and payroll discrepancies.
- Conducted a holistic local taxation setup audit that identified discrepancies and led to critical corrections being made to ensure accurate tax withholding and compliance.
- Developed and implemented the RSU auditing process, designing and establishing templates and procedures from the ground up resulting in increased efficiency and accuracy.
- Collaborate with the stock team on a quarterly basis to prepare pre-RSU testing files, ensuring system alignment with state and local specific taxation setups.
- Reconcile quarterly RSU releases to ensure proper tax reconciliation and calculation between payroll's system and stock's release file for final wage reporting purposes.
- Partner with the stock team on the semi-annual ESPP purchase, pulling necessary data and performing audits to ensure the accuracy of the stock contribution data.
- Worked with the benefits team to enhance the LOA (Leave of Absence) auditing process, improving data accuracy, compliance, and payroll coordination for employees on leave.
- Created a compensation changes audit to easily identify employees experiencing rate increases, decreases, or FLSA status changes, and calculated any potential retroactive wages owed when rate changes were backdated for prior pay periods.
- Ensure SOX payroll compliance by working closely with the internal audit team and external auditors to provide all annual audit data requests and address audit-related questions promptly and clearly.
- Stepped in to support the Payroll Specialist role for an extended period due to team headcount constraints, effectively managing additional responsibilities while maintaining my own duties and role, ensuring continued operational efficiency and smooth workflow.
- Enhanced custom reporting in ADP Workforce Now by creating tailored reports that aligned with business-specific needs, improving data utilization and providing a deeper understanding of the system's capabilities, which had previously been underutilized.

**Intuit Inc.: San Diego, CA (07/2019 – 02/2023)**

*Payroll Analyst*

- Conducted large-scale payroll audits for the U.S. payroll, ensuring data accuracy between Workday (HR) and Pro Business (Payroll) for a workforce that fluctuated between 15,000 to 25,000 employees, depending on seasonal hiring trends.
- Streamlined payroll validation by converting Excel audits into automated Alteryx workflows.
- Led payroll reconciliation processes, ensuring compliance with wage accuracy and outstanding payroll receivables.
- Managed multiple offboarding payrolls for over 10,000 seasonal employees annually, ensuring timely and accurate final pay.
- Reviewed wage overpayment calculations and monitored the collection process, successfully recovering significant amounts in overpaid wages.
- Coordinated quarterly ESPP purchase audits, validating contribution accuracy with ADP and the Stock team.
- Played a key role in the ADP GlobalView implementation, assisting in test case reviews and developing payroll audits for system accuracy.

**Kellermeyer Bergensons Services: Oceanside, CA (08/2018 – 07/2019)**

*Records Management Lead & HR Compliance Auditor*

- Promoted within six months to a dual-role position, overseeing records management and HR compliance audits.
- Developed and implemented a company-wide retention policy, ensuring compliance with state and federal regulations.
- Led large-scale audits of employee I-9 documents and personnel files, maintaining regulatory compliance.
- Managed secure retrieval and organization of sensitive employee records, optimizing efficiency.

**EDUCATION**

**New York University**, New York, NY (05/2018)

B.A. in Economics, Minor in Mathematics, (Completed)

**Northwestern University**, Evanston, IL (Expected 2026)

M.S. in Data Science, (In Progress Online Courses)

**SKILLS**

- Payroll & Compliance: SOX Compliance, Payroll Tax Audits, Stock Compensation, RSU & ESPP Audits
- Systems & Tools: ADP Workforce Now, ADP GlobalView, Alteryx, Colab and Jupyter Notebooks, and Workday
- Data & Analytics: Excel (Advanced), SQL (Intermediate), Python (Intermediate), RStudio (Intermediate)
- Soft Skills: Strong Communication, Process Improvement, Cross-Functional Collaboration

**REFERENCES**

- Upon request