

KAREN THOMAS

Office Manager

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PROFILE

Office Manager with 8 years running daily operations for professional services firms between 25 and 90 employees. Strong on vendor negotiations, hybrid-office logistics, and the kind of behind-the-scenes process work that keeps partners focused on billable hours.

KEY SKILLS

- Vendor management & contract renewals
- Office P&L and expense reconciliation
- Microsoft 365 admin (Outlook, Teams, SharePoint)
- Envoy, Robin, Brivo access control
- QuickBooks Online, Bill.com, Expensify
- Hybrid workplace logistics
- New-hire onboarding coordination
- Lease and facilities coordination
- Event planning (10-150 attendees)
- Notary services

PROFESSIONAL EXPERIENCE

Office Manager

Halberd & Quinn Advisory, Raleigh, NC | 2020 to Present | 2020 - Present

- Run office operations for a 72-person consulting firm across one HQ and two satellite suites; act as point of contact for landlord, IT vendor, and four facilities contractors.
- Renegotiated cleaning, coffee service, and parking contracts during 2023 renewal cycle, cutting annual facilities spend by \$48,200 without changing service levels.
- Built a hybrid desk-booking workflow in Envoy after the firm went 3-days-in; eliminated double-bookings and freed up two unused offices for client meetings.
- Onboard new hires end-to-end: laptop imaging with IT, badge access, parking, benefits paperwork. Cycle time dropped from about 9 days to under 4.
- Manage the office P&L (~\$610K/yr) and reconcile AmEx statements monthly with finance.

Operations Coordinator

Blueline Architects PLLC, Durham, NC | 2017 to 2020 | 2017 - 2020

- Supported a 28-person studio with calendar management for three principals, travel booking, and client meeting logistics.
- Took over AP filing after a turnover gap and cleared a 6-week backlog of unpaid invoices in three weeks.
- Coordinated the build-out of a second-floor expansion, working with the GC and IT to bring 14 new workstations online on schedule.
- Owned office supply, print, and snack budgets; trimmed roughly 15% by switching to a single distributor.

EDUCATION

B.A., Business Administration, North Carolina State University, 2017

Notary Public, State of North Carolina (current)