



TERRENCE HOLLIS

Payroll Specialist

Payroll manager with 14 years leading payroll operations for retail, hospitality, and healthcare employers of 2,500 to 8,400. Built two shared-service teams from scratch, ran a Workday implementation, and closed three control gaps flagged by external audit. CPP certified.

Contact Information



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Aurora, CO 12345

Education

B.S., Accounting, Colorado State University, 2010

Certified Payroll Professional (CPP), PayrollOrg, 2015

Certified Payroll Professional coursework, 2019

Key Skills

- Workday Payroll
- Enterprise payroll platforms
- Time and attendance systems
- Tip credit and Form 8027
- Internal controls for payroll
- Multi-state (34 states)
- Union payroll and collective bargaining rules
- Team leadership (7 direct reports)
- Vendor management
- Federal and state wage-and-hour audits
- Positive pay and treasury coordination

Professional Experience

PAYROLL MANAGER | SAGEBRUSH HOSPITALITY GROUP, AURORA, CO 2019 – PRESENT

- Lead a team of seven (one senior specialist, four specialists, two analysts) processing weekly and biweekly payroll for 6,200 employees across 34 states, tipped and non-tipped.
- Delivered \$312K in annual savings by consolidating three payroll platforms onto Workday and retiring 14 recurring manual reconciliations.
- Own tip-credit compliance, service-charge distribution rules, and 8027 filings for 41 tipped locations; passed 2023 federal wage-and-hour audit with no findings.
- Rebuilt the off-cycle and manual-check control after external audit flagged segregation-of-duties gaps; brought manual checks from 380 per year to under 90.
- Partner with People Systems, Tax, and Treasury on funding, positive pay files, and quarterly reforecasts of employer tax exposure.

PAYROLL MANAGER | FOOTHILLS RETAIL PARTNERS, LAKEWOOD, CO 2016 – 2019

- Managed biweekly payroll for 3,800 store and DC employees across 19 states.
- Built the shared-service payroll team from two coordinators to a team of five, with documented SOPs for every recurring task.
- Cut year-end W-2 corrections from 411 forms in 2016 to 47 in 2018 by tightening address and benefits-deduction audits before the December cutoff.
- Owned relationship with the payroll service provider; renegotiated service contract for a mid-single-digit annual reduction.
- Chaired quarterly payroll governance meeting with HR, Benefits, Tax, and Accounting.

SENIOR PAYROLL SPECIALIST | COPPER PEAK HEALTH SYSTEM, COLORADO SPRINGS, CO 2013 – 2016

- Processed biweekly payroll for 2,750 clinical and administrative staff, including on-call, callback, and shift-differential pay for nursing.
- Led payroll side of Kronos-to-Lawson interface rebuild after acquisition of a 400-bed facility.
- Trained charge nurses and unit clerks on timekeeping approval rules, cutting retro adjustments meaningfully.
- Managed union payroll rules for two nursing bargaining units.

PAYROLL SPECIALIST | FRONT RANGE GROCERY COOPERATIVE, DENVER, CO
2010 – 2013

- Ran weekly payroll for 1,100 union grocery employees under collective bargaining contract rules.
- Handled dues, political action deductions, pension contributions, and vacation-fund reporting to the trust.
- Prepared quarterly filings for Colorado, Wyoming, and Kansas.
- Point of contact for store managers on garnishment questions and lost-check reissues.