



Karen Thomas

Business Administration

Business administration professional with nine years spanning office management, HR operations, and financial coordination. Track record of tightening internal processes and acting as the connective tissue between finance, HR, and the leadership team.

CONTACT INFORMATION



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Minneapolis, MN

KEY SKILLS

- Payroll administration (Gusto and other platforms)
- Deltek Ajera project accounting
- HubSpot CRM administration
- Insurance and vendor renewals
- Contracts and subcontractor coordination
- HR operations and onboarding
- Expense management (Expensify, Ramp)
- Excel modeling and reporting
- Process documentation

PROFESSIONAL EXPERIENCE

2022 - Present

Business Manager | Larkspur Architecture Group, Minneapolis, MN

- Manage day-to-day operations for a 38-person studio: facilities, IT vendor coordination, licensing renewals, and general ledger review with the outsourced CFO.
- Introduced a project setup workflow in Deltek Ajera that cut billing cycle time from 14 days to 6 days.
- Own annual insurance renewals (professional liability, general liability, cyber) and negotiated a 9% premium reduction in the 2024 cycle.
- Run bi-weekly payroll for salaried and hourly staff through Gusto and reconcile against project cost coding.

2019 - 2022

Operations Coordinator | Northshore Environmental Consulting, Duluth, MN

- Coordinated proposals, contracts, and subcontractor agreements across a pipeline of about 60 active projects.
- Maintained the firm's CRM (HubSpot) and produced monthly pipeline reports for the principals.
- Handled travel booking and expense reconciliation for field teams working across three states.
- Trained two new administrative hires on the internal document control system.

2016 - 2019

Office Administrator | Cedarwood Insurance Partners, St. Paul, MN

- Ran front-office operations for a 15-agent independent agency, including client intake calls and policy document routing.
- Kept the agency management system clean by auditing renewal dates and commission postings each month.
- Coordinated continuing education scheduling for the agent staff.

EDUCATION

BS, Business Administration, University of Minnesota Duluth, 2015

Human resources generalist coursework, 2021