

Scott Miller

Workforce Management Systems Professional

<https://www.linkedin.com/in/scottonfire>

I am a workforce management systems professional with almost a decade of experience within the payroll & WFM industry. I specialise in configuring and administering WFM systems, and in providing payroll & HR teams with training and support. I am an agile learner and patient teacher, with experience in handling difficult conversations at all organisation levels and finding creative solutions to product gaps. With a drive for process improvement and an interest in payroll compliance, I continuously learn on the job and develop resources and processes to enable my team and I to work better.



EDUCATION

2015	Bachelor of Business & Commerce (Accounting)
2019	Fundamentals of Digital Marketing
2020	Certificate IV in Payroll Administration

Monash University
Google/ The Open University
Australian Payroll Institute

SYSTEMS EXPERTISE

T&A Systems	UKG Workforce Central V6.3, V8.1, UKG Ready, UKG Pro
HCM Systems	Oracle Taleo Recruitment
Payroll Systems	AIM, PayGlobal
Other Systems	Microsoft Excel, Dell Boomi, Axsium Opus, Axsium Studio

EMPLOYMENT SUMMARY

Principal Consultant	<u>Shinobi Consulting</u>	October 2023 – Current
Self-employed professional providing UKG Pro & Ready system consulting services to clients. Services range from system implementations, supporting live clients, and system administration.		

Functional Specialist	<u>Bunnings Warehouse</u>	January 2026 – July 2026
Fixed-term engagement to support the functional system administration of one of the largest UKG Pro tenants. Key outcomes include deployment of several thousand building block updates, roll-out of new leave reporting codes, and end-to-end Pay Rule configuration.		

Project Coordinator	<u>Luxury Retailer</u>	April 2025 – October 2025
Short-term advisory engagement to assist a new UKG Pro customer with project kick-off and discovery. Key outcomes include business structure setup and assisting internal team with UKG project decisions.		

Consultant	<u>Allegis Group</u>	March 2024 – August 2024
Short-term project to assist an Allegis Group client implement UKG Pro. Services included end user training, go live support, and post-live issue resolution (including pay rule & other system configuration).		

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Consultant

Axsium Group

May 2021- September 2023

Systems – UKG Ready (TLM, Scheduler, HR, Pay Calculations), Axsium Studia, Axsium Opus

Provided workforce management consulting services to Axsium's clients. Services ranged from assistance with UKG products (Central, Ready, and Pro) to business analysis, recommendations and report writing. Workload generally consisted of 6-10 concurrent projects. A significant achievement was completing two end-to-end implementations of UKG Ready as a vendor-side consultant through the UKG Partner Network.

- Conducted end-to-end implementations of UKG Ready T&A Modules
- Supported APAC UKG clients with system configuration, training and business analysis
- Designed and conducted training for all user levels (e.g. employee, manager, sys admin)
- Constructed pay calculation logic for UKG clients on behalf of UKG via Partner Network
- Completed continuous learning relating to UKG products & partner conduct
- Worked independently to gather & configure client requirements

Kronos Service Desk Officer

Healthscope Ltd

March 2019 – May 2021

Systems – Kronos, Oracle, PayGlobal

Utilising my experience in staff training, I supported end users of Healthscope's rostering & recruitment systems.

- Full-time service desk operation, managing queries from over 20,000 employees & candidates
- Offered step-by-step guidance on Kronos, payroll, and recruiting system queries
- Documented & created process guides for all processes undertaken by the service desk
- Implemented spreadsheet solutions to manage ongoing system & EBA updates
- Assisted with review of UAT test scripts and training video script development
- Monitor service desk statistics to ensure adequate service is provided

Payroll Training Officer

Japara Administration Pty Ltd

April 2018 – March 2019

Systems – Kronos, AIM

- Successfully transitioned management of training from external consultant to internal staff
- Developed and coordinated training sessions for site managers (on-site and over the phone)
- Created a training process document prior to my departure outlining all required training tasks
- Created a KPI solution in Microsoft Excel for reporting on errors in payroll processing

Payroll Officer

Japara Administration Pty Ltd

December 2016 – April 2018

Systems – Kronos, AIM

- Transitioned from temporary timesheet data entry into fully-fledged payroll officer position within a month of employment
- Processed between 7-10 individual payrolls across two fortnightly pay runs, totalling 700-1100 employees (~400-550 per week)
- Learned and understood EBAs, awards and NES to become one of our department's most knowledgeable team members following high turnover