

JOHN CLARKE

Senior Workforce Management Consultant | Client Success & Technical Operations

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PROFILE

Senior Workforce Management consultant with 12+ years of enterprise SaaS support, implementation, and post-implementation consulting across UKG Pro WFM, UKG Dimensions, UTM, and Novatime platforms. Deep technical expertise in SQL troubleshooting, root cause analysis, payroll integrations, system configuration, and escalation resolution. Proven track record delivering production support for complex Time & Attendance and Workforce Scheduling implementations while maintaining 95%+ customer satisfaction. Experienced in client onboarding, business process optimization, UAT coordination, team leadership, and stakeholder management.

SKILLS

HCM / WFM Platforms: UKG Pro WFM, UKG Dimensions, UTM / Novatime, UKG Pro (cross-platform integration)

Technical Skills: SQL, Root Cause Analysis, Troubleshooting, System Configuration, Payroll Integrations, Defect Documentation, JIRA, Salesforce CRM

Functional Expertise: Workforce Management, Workforce Optimization, Time & Attendance, Timekeeping, Workforce Scheduling, Pay Rules, Work Rules, Accrual Policies, Payroll Processing, Reporting

Operations & Methodologies: Escalation Management, Escalation Resolution, Client Success, Post-Implementation Support, Client Onboarding, System Adoption, Enterprise Support, UAT Support, Implementation Lifecycle, SDLC, Agile, Business Process Improvement, Ticket Resolution

EXPERIENCE

Senior Technical Support Specialist — WFM / Dimensions | UKG (Remote) Jun 2023 – Apr 2026

- Resolved 60+ monthly enterprise-level UKG Pro WFM production support cases involving payroll integrations, accrual policies, workforce scheduling, timekeeping workflows, and configuration troubleshooting while maintaining 95%+ customer satisfaction ratings.
- Conducted root cause analysis using SQL to diagnose and resolve data integrity issues, integration failures between UKG Pro and UKG WFM/UTM systems, and complex configuration errors impacting payroll processing and time capture.
- Managed escalation resolution for high-priority production issues, coordinating with Engineering and Product teams to document defects, validate fixes, and communicate technical solutions to enterprise clients.
- Supported UAT coordination and production deployment processes, partnering with clients to test system changes in non-production environments before release to minimize business disruption.

Senior Solution Consultant — UTM | Ultimate Software / UKG (Remote) Apr 2019 – Jun 2023

- Selected to build and lead the UTM Post Live consulting team, providing post-implementation support and system optimization for enterprise Time & Attendance clients across healthcare, retail, and manufacturing sectors.
- Delivered configuration management and business process optimization consulting for complex workforce management implementations, including pay rules, work rules, scheduling, accruals, and integration with third-party payroll systems.
- Utilized SQL for root cause analysis and troubleshooting of data integrity issues, integration failures between UTM and UKG Pro, and backend configuration errors impacting production environments.
- Scoped and estimated Service Request projects by conducting requirements-gathering sessions, defining project scope, estimating effort in hours, and presenting proposals for customer approval, demonstrating business acumen and solution articulation.
- Conducted client onboarding, system adoption initiatives, and UAT coordination, working cross-functionally with Professional Services and Customer Success teams to ensure smooth transitions and validate system functionality before go-live.

Product Specialist I — UTM | Ultimate Software (Santa Ana / Remote) Nov 2017 – Apr 2019

- Provided enterprise SaaS support for UTM Time & Attendance platform, resolving system configuration, troubleshooting, and integration issues while consistently achieving 95%+ customer satisfaction scores.
- Utilized SQL querying for root cause analysis and data integrity troubleshooting, identifying and resolving backend configuration errors, data corruption, and integration failures that impacted payroll processing.

Manager, Activation Services | Novatime Technology Inc. (Diamond Bar) May 2015 – Nov 2017

- Led team of 7 implementation consultants, overseeing delivery management, team performance, hiring, onboarding, and performance reviews while remaining hands-on with client implementations.
- Managed escalation resolution and stakeholder communication for high-stakes implementation issues, maintaining client trust and ensuring project success across diverse industry verticals.

Implementation Consultant | Novatime Technology Inc. (Diamond Bar) Sep 2013 – May 2015

- Led end-to-end implementation lifecycle for Time & Attendance solutions, conducting requirements analysis, system configuration, UAT coordination, training delivery, and go-live support for enterprise clients.
- Configured workforce management systems including timekeeping, scheduling, accruals, pay rules, and payroll integrations, consistently meeting delivery goals while maintaining high client satisfaction.
- Delivered change management and training programs for end users and stakeholders, ensuring successful system adoption and minimizing resistance during organizational transitions.

EDUCATION

Associate of Applied Science, Network Systems Administration | DeVry University