

# MATTHEW A. JUARBE

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## SUMMARY

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Payroll operations leader with 9+ years of payroll experience, including 4.5 years managing multi-state, multi-frequency PEO payroll for 200+ client accounts covering 7,000–10,000 employees across all 50 states. Builder of production AI systems — including an autonomous Claude API email-operations platform running live for a property management business — with hands-on experience applying AI to reconciliation, triage, and reporting workflows. ADP Emerging Leaders Program graduate combining deep compliance expertise with a proven record of championing AI adoption among operations teams.

## EXPERIENCE

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### ADP TotalSource — Payroll Business Partner III, Broker COI | Miami, FL | 2022–Present

- Own end-to-end payroll operations for 200+ key/tenured client accounts (7,000–10,000 combined employees) across all 50 states on the nation's largest PEO platform
- Process weekly, biweekly, and semi-monthly payroll cycles spanning exempt and non-exempt populations, including bonuses, commissions, and off-cycle payments
- Configure and record equity compensation events (RSUs, stock options) and bonus-heavy payrolls for client companies, ensuring accurate withholding and reporting
- Manage quarter-end and year-end workflows: W-2 review, wage and tax registers, federal and state tax notice resolution, and payroll reconciliations
- Own client payroll configuration end-to-end: earning code setup, onboarding, time/attendance configuration, tax setup and review in ADP Workforce Now
- Engineered standing AI prompts (Copilot) for client communications that drove a 60% increase in client survey response rates, while accelerating case resolution accuracy and turnaround
- Authored multiple adopted process-change proposals in internal SOPs; Wayfinder Award recipient for exceptional client resolution
- Completed ADP Emerging Leaders Program; selected by director for payroll operations team leadership track

### CF Properties Corp — Property Management & IT Specialist | 2014–2022

- Dual operations/technology role; sole IT administrator — built structure where none existed across systems, vendor management, and workflows
- Implemented company-wide tooling (Slack, website, networking) and streamlined operations across property management and maintenance functions

### Regal Entertainment Group — Senior Associate Manager | 2003–2014

- Directly managed 75+ employees: hiring, performance reviews, scheduling, conflict resolution, and payroll administration via Kronos
- Acting site leader in GM's absence; P&L responsibility in a high-volume operation

## AI & AUTOMATION PROJECTS

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**CF Command** — Autonomous AI email-operations system (Claude API + Google Apps Script), in production for a property management firm: automated triage, anomaly flagging, multi-user reporting digests, and auto-replies at ~\$10–12/month operating cost

**Agentic Development Pipeline** — Multi-agent orchestration system pairing Claude Code and Codex CLI for autonomous implementation/review cycles with human-in-the-loop escalation via Telegram

**FPC Study Lab** — Self-built payroll certification training application; currently pursuing CPP (Certified Payroll Professional) certification

## EDUCATION

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**BS, Information Technology** — Florida International University

**AS** — Miami Dade College

## SKILLS

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ADP Workforce Now · UltiPro · Kronos · Multi-state payroll tax compliance · Equity compensation processing · Quarter/year-end reconciliation · Claude API · AI workflow automation · Google Apps Script · Git · SOP development