

ALEXANDRA SWANN

Payroll Software Development · Financial Crime Investigation

EXECUTIVE SUMMARY

Results-driven technology and operations executive with a 14-year career at Loki Systems Inc. — progressing from Business Analyst to VP Operations North America. Duties included international payroll implementations, tax compliance oversight, managing the software development release cycle, technical presentations, and staff recruitment and retention. Combines deep hands-on expertise in payroll implementation with strong technical leadership and broad operational oversight. Recognized for building high-performing teams and delivering enterprise payroll solutions to complex industry clients including large construction firms, municipal governments, and heavy manufacturing facilities. Pursuing the Certified Fraud Examiner credential and a computer science diploma in preparation for challenges in a new industry.

14

Years at Company

4

Roles Held

10+

Team Size (Peak)

30+

Clients Deployed

CAREER PROGRESSION — LOKI SYSTEMS Inc. (2010 – 2024)

Loki Systems Inc. was a Microsoft Independent Software Vendor (ISV) that developed payroll and timekeeping software headquartered in Vancouver, Canada with offices in Maidenhead, UK and Florida, USA. The company was acquired in 2018, its intellectual property was sold in 2023 and its operations discontinued in 2024. The software was an add-on to the ERP Microsoft Dynamics Finance and Operations.

Vice President Operations, North America

May 2021 – Jan 2024

- Oversaw implementation and client support services for 30+ clients in the US and Canada.
- Recruited and retained staff for 10 person department.
- Managed teams of implementers, their staff and their projects.
- Coordinated company communication with Dynamics partner accounts.
- Managed third party vendor relationships with tax filing and processing services.
- Handled client support escalations.
- Contributed technical and implementation support during successful sale of the intellectual property.
- Planned and supported company operational sunset.

Director of Software Development

Mar 2019 – May 2021

- Hired and trained software development staff in Canada.
- Managed software release cycles using Azure DevOps and Microsoft Team Foundation Server.
- Transitioned department to new development processes after company acquisition.
- Managed product code repository for all product lines.
- Performed product design for time and attendance product.
- Completed development work such as automated testing framework creation, custom report creation and payroll inbound and outbound interface creation.

Director Client Services

Oct 2016 – May 2019

- Hired and trained implementation staff in Canada and the UK in alignment with budgetary goals.
- Led compliance project to receive and retain UK payroll product certification from the HMRC.
- Monitored changes in UK's Real Time Information (RTI) reporting and statutory deductions.
- Performed senior implementation services on large partner-led ERP projects.
- Participated in Canadian and US statutory compliance updates.
- Participated in Microsoft Dynamics platform certification projects.

Business Analyst

Sept 2010 – Oct 2016

- Served as client liaison during discovery, analysis, design and UAT phases for enterprise payroll implementations serving 500–9,000 employees.
- Conducted functional requirements analysis on-site and remotely, managed documentation and received sign off for user cases.
- Configured and tested payroll and timekeeping software user cases.
- Conducted UAT, including parallel payroll processing with financial reconciliation of amounts ranging from \$1 to 9 million CAD.
- Supported presales activities such as software demonstrations in English and French.
- Worked translating software interface into French and Spanish.

PRIOR EXPERIENCE

Client Services — Opinion Search International, Montreal, QC 2008 – 2010

- Conducted outbound business to business surveys over the phone in English and French

Client Services — DHL International, Vancouver, BC 2001 – 2003

- Received inbound client calls for logistics and shipping company in English and French
- Promoted to “lead hand” shift supervisor

SIGNATURE PROJECTS

US Higher Education — Payroll Implementation for college in Pennsylvania (Jan 2022 – Jul 2023)

- Led project team for 400 employee multi-union payroll implementation on cloud architecture.
- Configured and tested complex employment terms and local tax requirements.
- Led parallel payroll processing and conducted financial reconciliation in Access and Excel.
- Managed technical scope as a subcontractor to the ERP implementation.

US Construction Project — Payroll Implementation with project costing (Jan 2021 – Oct 2022)

- Led project team for certified weekly payroll and prevailing wage modules compliant with Davis-Bacon Act requirements for a 4000-employee client.
- Operations in 50 states with state income tax reciprocity and local tax rules required.
- Performed design and testing for inbound integration with external time-keeping system and outbound integration with Dynamics Project Management & Accounting.

UK Dental Office Services Provider — Time & Attendance and Payroll Implementation

- Primary implementer for centralized back office services provider to 750 dental offices in the UK
- Implementation for monthly payroll with 9000 employees compliant with UK’s TUPE acquisition & employment rules
- Web-based time & attendance and payroll modules implemented on client-server architecture

CORE COMPETENCIES

- Operations Leadership: P&L management, cross-functional team supervision, vendor and partner channel negotiation
- Technology: virtual machine administration, test automation tools such as Selenium, Azure DevOps, X++ (Microsoft Dynamics), SQL, beginner proficiency in R, Python, C#, and Java.
- Payroll Domain: statutory certification projects, international compliance, multistate payroll, multi-union payroll
- Delivery: Agile/Scrum, waterfall, as lead or subcontractor, SOW production, scope management

EDUCATION & CERTIFICATIONS

Bachelor of Arts, Political Science	— McGill University, Montreal	2008
Diploma, Applied Data Analytics (ongoing)	— BC Institute of Technology, Vancouver	2026
Certified Fraud Examiner (ongoing)	— Association of Certified Fraud Examiners	2026

HOBBIES AND INTERESTS

- Dual citizen with Canada and Colombia
- Visual artist who produces work in acrylics, watercolor and pen
- Outdoor enthusiast who enjoys biking, hiking, swimming and boating
- Five years working with a personal trainer
- Studies the history of Western philosophy and Buddhist philosophy