

Jacob Menard

 (770) 403-6739 |  menard.jacob@gmail.com |  jacobmenard.com

Professional Summary

Dedicated and goal-oriented professional with 16+ years of experience in IT support, operations, and business management. Proven success leading a 125+ employee organization and co-founding a growing retail business. Skilled in process improvement, client relations, and technology integration to enhance efficiency and performance.

Experience

A.D.P – Alpharetta, GA

NAS HCM Service Consultant I | January 2024 – Present

- Serve as primary point of contact for 20+ ADP NAS clients, handling service requests and system configuration.
- Provide expert support on eTime, Workforce Manager, and Workforce Now.
- Design and implement pay policies, benefits, and workflow improvements.
- Manage client access and data security permissions.

SLH Retail Investments INC. – Canton, GA

Owner / Co-Founder | November 2017 – Present

- Expanded operations from one to two locations, growing annual sales from \$120K to over \$600K within four years.
- Led financial forecasting, audits, and vendor negotiations to improve profit margins.
- Introduced customer loyalty and employee retention programs.

CMOS IT, LLC – Atlanta, GA

Owner / Operator | January 2017 – November 2017

- Founded a consulting firm providing IT solutions and technical support to small businesses, including Advanced Booting Services, Marco's Pizza, and National Parking Solutions.

National Parking Solutions – Atlanta, GA

CTO / Sr. Operations Manager | April 2009 – January 2017

- Directed HR, payroll, and accounting operations for 125+ employees.
- Developed and deployed a payroll data entry system, reducing processing time by 30%.
- Oversaw multiple Class A building accounts and client reporting.
- Implemented company-wide training and quality improvement programs.

Skills

- CompTIA A+ Certified
- Microsoft Office Suite (Advanced Excel, Word, Outlook)
- SQL, HTML, Windows Server (2008 R2, 2012 R2), macOS
- Intuit QuickBooks Pro, T2 Systems, TIBA, PARIS

References

Everett Tokio
Personal Friend
(678) 764-3939

Marc Ebersole
Supervisor/Owner of NPS
(404) 273-2532

Steven Huie
Personal Friend
(678) 447-5005

Navneet Thareja
Landlord of business
(770) 349-5321

Michelle Jentz
Commercial Property Broker
(678) 992-3123

Garey Simpson
Personal Friend
(770) 364-0043

CompTIA

Jacob Evan Menard

has successfully completed the
requirements to be recognized as



COMP001022283276
CANDIDATE ID
August 29, 2023
CERTIFICATION DATE
August 29, 2023
RENEWAL DATE
August 29, 2026
EXPIRATION DATE


TODD THIBODEAUX, PRESIDENT & CEO

Code: YV583TMSPIE4Q9G8
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