**Deepa Krishnan**

**SUMMARY**

7+ years of experience in PeopleSoft HRMS Implementation, Customization, Interfaces, Reporting, Production Support and maintenance

Technical expert in using Application Designer, PeopleCode, Application Engine, SQR, Component Interface, Process Scheduler, PS Query, PeopleSoft Security, Process Monitor, Data Mover, File Layout, Integration Broker, XML Publisher

Strong working knowledge of PeopleSoft HR application and Modules like Core HR, Benefit Administration, Talent Acquisition, Payroll, Time & Labor,E-Performance

Working knowledge of Software Development Life Cycle (SDLC), having complete understanding of various phases like Requirements, Analysis/Design, Development and Testing

Well versed in using SQL, PL/SQL for Oracle applications (ERP) testing

Excellent knowledge of QA Principles and SEI CMM levels

Creating Test plan/ Test strategy, estimating QA tasks, tracking QA progress and assisting QA managers in improving QA process

For systems enhancements, performing fit/gap analysis, and writing functional specifications based on requirements.

Understand the functional requirements and prepare Technical specifications.

Independent and self-motivated with the ability to handle multiple tasks and ability to prioritize, take initiative and work well under pressure

**TECHNICAL SKILLS**

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| --- | --- |
| ERP | PeopleSoft HCM/HRMS 9.1/9.0/8.9 /8.8/8.3 |
| Development Tools | Application Designer, Application Engine, Process Scheduler, PS Query, Tree Manager, File Layout, Component Interface, Integration broker, Data Mover and People Code. |
| Reporting Tools | PS/ query, XML publisher, SQR |
| RDMS | Oracle 9i, Ms SQL Server |
| Languages | SQL, PL/SQL |
| Other Tools | Mercury Quality center, Toad , Oracle SQL Developer, Abinitio – GDE 1.4 , Kronos WFC , DCM 6.0,Unix Shell Scripting |

**PROFESSIONAL COURSES/ TRAINING**

In-house PeopleSoft Technical training like People Tools me / People Tools II 8.48, Application Engine 8.48, Integration Tools.

In-house PeopleSoft Functional HCM training in Core HR,Talent Acquisition, Benefits Administration , Payroll for North America, Time & Labor

**EXPERIENCE**

**Client: CapitalOne, VA Jan 11 to till date**

Capital One Financial Corp. is a U.S.-based [bank holding company](http://en.wikipedia.org/wiki/Bank_holding_company%20\%20Bank%20holding%20company) specializing in [credit cards](http://en.wikipedia.org/wiki/Credit_cards%20\%20Credit%20cards), [home loans](http://en.wikipedia.org/wiki/Mortgage_loan%20\%20Mortgage%20loan), [auto loans](http://en.wikipedia.org/wiki/Auto_loan%20\%20Auto%20loan), banking and [savings](http://en.wikipedia.org/wiki/Savings_account%20\%20Savings%20account) products.

**Environment:** PeopleSoft HCM 9.1, People Tools 8.51, Modules – Core HR, Benefits Administration, NA Payroll, Time and Labor

**Data Integration Project Dec 11 to till date**

**People soft Techno Functional consultant**

This project is about the Data Integration of two credit card companies HSBC and ING Direct to Capital One HR System. This involved the loading of data and remediation of interfaces to include/exclude the new companies.Configure new companies, Benefits and Payroll for the data loaded.

**Responsibilities:**

Performed Techno Functional Lead role for Interfaces and Benefits Module at client’s location.

Gather and document data and business process related information from client, customers and core users

Preparation of Technical Specifications based on Functional specs and Unit Test and Implementation plans.

Worked on several outbound and inbound interface remediations.

Smooth transition of project, interaction with client.

Development of Conversion Program (Application Engine – Component Interface) to load the Data.

Loading data using Excel to CI for Personal Data, Job Data , Leave Accrual, Direct Deposit and Garnishments

Worked on Custom SQRs, App Engines, People Code and other People Tool objects.

Developed Queries using PS Query and export the results with Microsoft Excel to perform further calculations and develop reports.

Created online customizations using People Code and People Tools objects.

Co-ordination with offshore team of five members

Involved in testing cycles and creating test plans.

Involved in the new company setup configuration.

Configuration of new Benefit Program, Eligibility Rules, and Event Rule Setup

Data preparation and executing pay cycles for Payroll Testing

Setting up of data for timesheets and loading Time data for Payroll Processing

**Peoplesoft HRMS Upgrade from 8.8 to 9.1 Jan 11 to Nov 11**

**People soft Technical Lead**

This project involved the Upgrade from Peoplesoft HRMS 8.8 to HCM 9.1 and Peopletools 8.48 to 8.51. The scope included the modules Core HR, ESS, MSS, E-Performance, and Benefits Administration

**Environment:** PeopleSoft HCM 9.1,Peoplesoft HRMS 8.8, People Tools 8.51, People Tools 8.48, Peoplesoft modules - Core HR, ESS/MSS, Benefits Administration

**Responsibilities:**

Lead the Offshore Team of five members for the Modules ESS,MSS,Benefits Administration

Participated in requirements and fit/gap analysis, customization, rationalization, report and customization specifications, conversion validation, prototype, troubleshoot, system configuration

Prepared Technical Design document for the ESS/MSS Module

Actively involved in retrofitting complex custom objects like Application Package, Pages, Records and Fields in Benefits and ESS/MSS Module

Assisted the team members in the retrofitting of simple and medium complexity objects

Review the deliverables including code changes, Test results before moving to QA and user testing

Actively involved in documenting, testing the new and redesigning the existing functionality for all the business

Writing, testing and keying various test scenarios

Unit testing and preparation of Unit test case documents

End-to-End AWE Configuration for MSS Module

Provided support and resolved the Post-production defects

**Client: Keybank, OH Oct 06 to Dec 10**

Keybank is one of the nation's largest bank-based financial services companies. Involved in the production support and maintenance of Peoplesoft HRMS 8.8 and Upgrade of PeopleSoft HCM from version 8.8 to 9.0, and support and maintenance of Peoplesoft HCM 9.0. These projects involved fixing up of production defects and doing major and minor enhancements.

**Peoplesoft Support and Maintenance for HRMS 9.0 May 09 to Dec 10**

**Peoplesoft Techno Functional Consultant**

This project involved the Support and maintenance of Peoplesoft 9.0 with modules Core HR, Talent Acquisition, ESS/MSS, Benefits Administration, and NA Payroll. Supported the Time Entry System - Kronos Workforce Central 6.0.

**Environment:**

HCM 9.0, PeopleTools 8.48, Peoplesoft Modules – Core HR, Benefits Administration, Talent Acquisition, NA Payroll

**Responsibilities:**

Performed the SME role at the client location

Work closely with client to replicate the issue and provide resolution to the problem with a quick turnaround time

Gather functional requirements from Business Team for the enhancements

Map the functional requirements to technical requirements and coordinate with offshore team

Review the deliverables including code changes, Test results before moving to QA and user testing

Actively involved in documenting, testing the new and redesigning the existing functionality for all the business

Involved in writing, testing and keying various test scenarios

Provide On-Call support

Resolving Ad-Hoc User queries

Monitor Support Mailbox and resolving the issues /provide clarification

Communicate with other QA analysts and end users how testing will be conducted.

Implement Tax Update and Oracle Bundles/Patches

Constructive planning for the multiple test case execution with the limited pay cycle execution during System testing and User Acceptance testing

Provide Support to Kronos Workforce Central 6.0 and DCM 6.0

Provide Support to 2 critical programs in Abinitio which uses Peoplesoft Data.

**Peoplesoft Support and Maintenance for HRMS 8.8 Oct 06 to May 09**

**People soft Techno Functional consultant**

This project involved the Support and maintenance of Peoplesoft 8.8 with modules Core HR, Talent Acquisition, ESS/MSS, Benefits Administration, and NA Payroll. Also involved in the PeopleSoft Upgrade Project from HRMS 8.8 to 9.0

**Environment:**

HRMS 8.8, PeopleTools 8.42, Peoplesoft Modules – Core HR, Benefits Administration, Talent Acquisition, NA Payroll

**Responsibilities:**

Fixing up of Production defects

Support around 250 Batch Jobs

Provide On-Call support

Understand the Functional Specification and prepare the technical design document for the new enhancements

Design and develop the code for major and minor enhancements

 Actively involved in the customization of objects using components , pages,

Records, fields, Peoplecode, Application Engine, Component Interface, File Layouts

Create new custom reports using SQR, App Engines

Create new PS Queries and handling the People Tools Security

Review the deliverables including code changes and do peer review

Actively involved in documenting, testing the new and redesigning the existing functionality for all the business

Communicate with other QA analysts and end users

Involved in running pay-cycle for performing unit testing

Co-ordinate with offshore to help them understand the requirement and do the development

Bridging the offshore and the Business Users to facilitate the testing for Production defects

Involved in the FTP Conversion project for which I coordinated with approximately 15 vendors for the transition from one FTP server to another FTP server

Involved in the fixing up of defects raised in System Testing and User Acceptance Testing for the Upgrade Project from Peoplesoft HRMS 8.8 to HCM 9.0

**Client: Office Depot Jul 06 to Sep 06**

**Peoplesoft HRMS Upgrade from 8.3 to 8.9**

**Peoplesoft Technical Consultant**

Office Depot, Inc. is a global supplier of office products and services. This project involved the Upgrade of PeopleSoft HRMS from version 8.3 to 8.9

**Environment:**

HRMS 8.3, 8.8, PeopleTools 8.47, PeopleTools 8.19, Peoplesoft Modules – Core HR, Talent Acquisition.

**Responsibilities:**

Worked in the retrofitting of custom objects like Pages, Records, and Fields.

Retrofitting PS Queries.

Preparing Unit test case document for the changes made.

Fixing up of defects raised in System Testing and User acceptance testing.

Providing post production support after the Go-Live.

**Client: H-E-B Dec05 to Jul 06**

**Peoplesoft HRMS Upgrade from 8.3 to 8.9**

**Peoplesoft Technical Consultant**

H-E-B is one of the largest independent food retailers in the US. This project involved the Upgrade of PeopleSoft HRMS from version 8.3 to 8.9

**Environment:**

HRMS 8.3, 8.8, PeopleTools 8.46, PeopleTools 8.19, Peoplesoft Modules – Core HR, Talent Acquisition, E-Performance.

**Responsibilities:**

Worked in the retrofitting of custom objects like Pages, Records, and Fields.

Retrofitting PS Queries.

Involved in retrofitting of about 100 SQR’s

Perform Unit testing of the Interfaces and document the test results.

Fixing up of defects raised in System Testing and User acceptance testing.

Providing post production support after the Go-Live.

**Education:** Bachelors in Computer Science and Engineering (BE – CSE), Anna University.