NITIN HASE
Senior Support Engineer (HRMS)

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LOCATION: India

Dynamic and results-oriented professional aspiring to contribute to an innovative organization by applying a robust background in HRMS applications, particularly in payroll, leave, and attendance management, while pursuing continuous professional advancement.

PROFILE SUMMARY

❖ An accomplishment-driven professional with **over 14 years** of experience in production support and database management, with a particular **focus on SQL and PL/SQL, emphasizing HRMS applications**.

❖ Spearheaded a dedicated application support team at Emportant Technologies Pvt. Ltd., **delivering functional assistance to the service desk and effectively addressing escalated customer issues**.

❖ Advanced through multiple positions at Fluous Solutions Pvt. Ltd., gaining extensive insights into customer success management, project consulting, and technical leadership, which **bolstered both technical and functional skills**.

❖ Exhibited outstanding leadership and communication skills by managing a team of support engineers, fostering effective collaboration with technical teams to address and resolve intricate issues.

❖ Showcased knowledge of HRMS functionalities, such as payroll processing, leave management, and attendance tracking, **facilitating the provision of customized solutions that align with client needs**.

❖ **Skilled in client interactions, both with domestic and international clients** (Caribbean & Gulf), ensuring seamless service delivery and high levels of customer satisfaction.
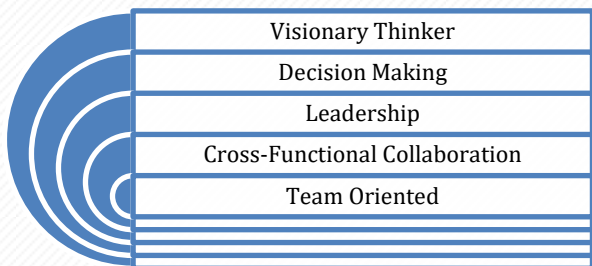
CORE COMPETENCIES

- Human Resource Management System (HRMS)
- Database Management & Optimization
- Application Support Strategies
- Customer Relationship Management
- User Training & Development
- Application Configuration
- SQL and PL/SQL Development
- Test Planning and Execution
- Application Support & Troubleshooting

SOFT SKILLS

- Visionary Thinker
- Decision Making
- Leadership
- Cross-Functional Collaboration
- Team Oriented

KEY ACHIEVEMENTS

❖ Engineered a robust database object to facilitate seamless data upload from the FTP server into the organization's database tables.

❖ Developed an inbuilt tax calculator for employees, streamlining payroll processes and ensuring compliance with tax regulations.

❖ Contributed as a key member of the Business Analysis team during the implementation of a loan module, successfully integrating third-party services to enhance functionality.

❖ Designed and implemented a dynamic approval workflow system across all modules, optimizing process by incorporating multiple approval criteria, including supervisor, role, structure, and individual parameters.

❖ Implemented a real-time invoice generation system for customers, improving billing accuracy and reducing processing time for invoicing.

❖ Introduced an 'on behalf' attendance marking system with integrated approval workflow, enhancing employee attendance tracking and approval efficiency.

TECHNICAL SKILLS

❖ **Defect Management Tool:** Jira, Freshdesk

❖ **Programing Language:** SQL-Plsql, Oracle 19C, SQL Server

❖ **Tools & Technologies:** TOAD, Oracle SQL Developer

EDUCATION

2008: M.C.M. (Computer Management) from D.S.R.F College, Pune University, Pune

2006: B.Sc. (Chemistry) from Pune University, Pune

CAREER TIMELINE/GROWTH PATH (Fluous Solutions Pvt. Ltd.)

Associate Consultant | Nov'2010 - June 2013

Project Consultant | July 2013 - June 2014

Manager Customer Success and infrastructure | July 2014 - Dec 2016

Technical Lead January | 2017 - Jan 2022

💼 WORK EXPERIENCE

Feb'22 - Present: Senior Support Engineer | Emportant Technologies Pvt. Ltd. | Bangalore

Nov'10 – Jan'22: Technical Lead | Fluous Solutions Pvt. Ltd. | Thane

Functional:

- ❖ Managing the Application Support team and providing functional assistance to the Application Service Desk.
- ❖ Spearheading escalated issues from customers, understanding the requirements of new prospects and setting up new customer accounts.
- ❖ Configuring HRIS, Payroll, Leave, and Attendance modules for customer accounts and providing training to customers on the application.
- ❖ Preparing test plans, creating test cases, and reporting on test execution.
- ❖ Coordinating with the Development team until identified bugs are fixed.
- ❖ Collaborating with team members to identify defects in the application based on requirement specifications.
- ❖ Analyzing client application requirements and providing detailed specifications to software developers.
- ❖ Communicating with clients via email and calls to gather and clarify requirements.

Technical:

- ❖ Resolving data-level and program-level database issues.
- ❖ Debugging existing database objects to address issues and providing technical support to the Service Desk as needed.
- ❖ Creating new database objects like procedures, functions, tables, triggers & designing new database architecture based on new requirement.

Infrastructure:

- ❖ Managing weekly and monthly backups of application and database servers on Amazon Cloud Console.
- ❖ Deploying application and database patches from development to production servers and creating new user accounts in the database.

Online Support:

- ❖ Providing support for the Payroll, Leave, and TAS modules to the following clients: Ford India (Chennai), Calyx Pharmaceuticals (Mumbai), CCTL (Chennai), Repro India (Mumbai), Integra (Pondicherry), International Travel House (Noida), Essae Teraoka Limited (Bangalore), Zim (Mumbai), Aster Hospitals, NISM, Patracorp.

Highlights:

- ❖ **Client Support & Escalation Handling:** Liable for resolving high-priority technical escalations and ensuring minimal downtime for clients.
- ❖ **Process Improvement:** Identifying and implementing process improvements to enhance system efficiency and client satisfaction.
- ❖ **Functional Consulting:** Providing functional consulting to clients for the customization of HRMS systems, ensuring that solutions align with business needs.

💼 PROJECTS UNDERTAKEN

Sept 2011 to Dec 2011: ITC (Guntur) | Role: Techno-Functional Consultant
Role & Responsibilities:

- ❖ Led integration of TAS system with punch machine, enabling retrieval of attendance data from the punch machine, generating TAS reports, and transferring the data for payroll processing and customized the Clinic Module for ITC Guntur to meet specific client requirements.
- ❖ Developed a feature to account for employee late arrivals due to transportation delays (bus).
- ❖ Customized TAS and Clinic reports to align with ITC Guntur's operational requirements.

Feb 2013 to Mar 2013: Andhra Bank (Hyderabad) | Role: Domain Expert
Project Description: Led the database upgrade project to migrate from Oracle 9i to Oracle 11g.

Role & Responsibilities:

- ❖ Conducted a comprehensive system study to understand client requirements and ensure a smooth transition to Oracle 11g.
- ❖ Designed solutions based on the To-Be document and prepared the system for migration.
- ❖ Validated all database objects from Oracle 9i to ensure compatibility with Oracle 11g.
- ❖ Performed User Acceptance Testing (UAT) to ensure the new environment met client expectations and functionality.
- ❖ Successfully deployed the upgraded system to the production server, ensuring minimal disruption to client operations.

📇 PERSONAL DETAILS

Date of Birth: 1st Dec 1985

Languages Known: English, Hindi, Marathi

Address: Kalyan, Maharashtra