
JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Motivated and versatile SAP HCM Consultant having 8 yrs of extensive experience in designing and implementing HCM submodules like Personnel Administration, Organizational Management, Payroll, Time, LSO and ESS/MSS as well a supporting systems. Apart from that also experienced in:

- Project Leading role for SAP HCM support team
- AS-IS and Blueprinting phase owner
- RFP and Estimation
- Part of ERP Solutioning Consultancy team
- Experience as Change Management team member and running all the processes on uPerform and post go-live training to end user (both classroom and webinar)

SKILLS

- SAP Personnel Administration and Organization Management
- SAP Payroll and Time Management
- SAP ESS/MSS
- SAP LSO
- As-Is Study and Blueprinting
- Functional Design
- Full lifecycle implementation
- Business Analysis
- Requirement Gathering
- Elicitation
- Business artifacts documentation
- Business process mapping
- Test cases and script creation
- Configuration management tools
- Good diagnostic skills
- Excellent communication skills
- Working independently
- Leadership

WORK HISTORY

Senior SAP HCM Consultant, 11/2015 - Current

Marsh & McLennan Companies, Inc.

- Coordinated design meetings and decisions within internal team.
- Defined clear targets and objectives and communicated them to other team members.
- Recommended process and systems improvements such as improved process workflow and suggestion on new process inclusion.
- Took part in RFP and estimation

Senior Consultant, 06/2013 - 04/2015

Capgemini

- Module lead for ESS/MSS
- Build ESS/MSS process documents based on discussion with stakeholders and developers
- In-charge for end to end payroll configuration
- In charge of change requests. Prepare change request documents, get client sign off and delegate to the right functional/technical member.
- Perform function, system, regression and end-to-end testing of custom reports and processes.
- Handle incidents for sub modules like Performance management, personnel administration, organization management etc
- Assisted project manager in creating project plan, resource estimate and business continuity plan
- Facilitated project meetings including providing agendas and meeting minutes Identified and documented project team roles and responsibilities
- Consistently met deadlines and requirements for all new enhancements.

Project Management/SAP HCM Payroll Consultant, 07/2011 - 06/2013

Tata Consultancy Services

- **As-Is study:** Thorough study of the current business processes and scenarios in the organization. This is done by repeated meeting and discussion with the stakeholders from the client side. Created elicitation documents.
- **Requirement Gathering:** Apart from studying the current scenarios, it was also important to understand the requirements i.e. what all changes required for betterment of the processes fitting in the SAP system
- **Blue Printing:** Based on the above two points, blueprint is prepared to provide the best possible way to run the business with improvisation.
- Conducted stakeholder analysis
- Configured SAP HCM sub modules like PA, OM, PY, TEM , ESS/MSS etc.
- Month end time evaluation and payroll activity like simulation run and detection of probable errors Supported post payroll run issues
- Worked on integration with other SAP modules like FICO and BI
- Designed functional specifications based on business requirements.
- Created test cases and performed functional testing.
- Handled complicated issues for PA, OM, TM and PY within SLAs
- Validate quality deliverable and maintain deadlines and execute work as planned and balanced delegation of work among team members
- Accountable for conducting regular one on one meetings, assessing individual's ongoing skills and performance, determining areas of improvement and professional development needs.
- Documented business processes and analyzed procedures to see that they would meet changing business needs.
- Assessed the impact of current business processes on users and stakeholders.
- Implemented user acceptance testing with a focus on documenting defects and executing test cases.
- Managed testing cycles, including test plan creation, development of scripts and co-ordination of user acceptance testing.
- Supervised the work of team members, offering constructive feedback on their work performance.
- Monitored timelines and flagged potential issues to be addressed.
- Conducted interviews for external candidates on behalf of recruitment team as SME

SAP HCM Functional Consultant/Change Management Consultant, 07/2007 - 06/2011

Accenture

- Configured for SAP HCM sub modules like PA, OM, PY, LSO, ESS/MSS etc
- Handled priority 1 and 2 tickets within SLA
- Worked on integration with other SAP systems like FICO
- Worked on data import and migration from legacy system
- Created user training materials using tools like Snagit and RwD uPerform
- Created Work Instructions using UPerform
- Created functional specifications based on business requirements
- Provide knowledge transfer to new joiners
- Involved in preparing test cases and perform functional testing
- Experience as Change Management team member and running all the processes on uPerform and post go-live training to end user (both classroom and webinar).
- Coordinated with systems partners to finalize designs and confirm requirements.
- Performed end to end functional testing of the system post support pack upgrade.
- Review of business process diagram, configuration rationales and update documents based on changes in the system.