

Neeru Bansal

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Customer-focused ITIL certified professional with 11+ years career in IT Industry, worked in various functional, technical and support roles across multiple geographies. UKG certified and trained consultant in both Workforce Central(WFC) and Workforce Dimensions (WFD) products



Work History

Dec 2021 - **Lead Kronos Consultant**

Current

Accenture, Noida

- Working as UKG Functional Lead for one of leading commercial vehicle manufacturer in North America.
- As a part of Technical consultant , working on following areas for WFC application : new configurations & enhancements, SDM tool migrations , SQL scripts & WIM Integration , ATK , Analytics.
- Attended and cleared UKG Certified trainings facilitated by Accenture on Workforce Dimensions modules including Dell Boomi, UDM, Advanced scheduling & forecasting, Paragon methodology.
- Leading Knowledge management track to upskill and cross skill new joiners (15 + till now) on UKG products to established the capability within organization
- Researched and documented use cases for solutioning of UKG products as part of presales experience (RFP, RFQ)
- Documented various details around UKG products for Knowledge management repository track.
- Taken 50+ interview for UKG position to empower and support UKG Function growth within organization.
- Leading and Managing 15+ direct reports starting from their recruitment, training them as buddy, engaging with them on frequent basic to optimize their talent and maximize their productivity (including their year-end evaluations).
- Device building block set up (General device settings, device communication settings, device configuration profiles) and to assist on-site IT team with clock configuration steps.
- Access profiles setup (FAP, GDAP, Data access profiles like work rule, pay code, shift template, pattern template, schedule group profiles).
- Developed strong communication and organizational skills through working on group projects.

Aug 2016 - Lead Cloud Operations Specialist

Dec 2021

Kronos, Noida

- Lead application support activities for deployment of UKG Applications ,enhancements, patches , service pack upgrades across all customer's environments
- Requirement Gathering and Elicitation for new configuration and enhancement for Workforce Central application (WFC) and Workforce integration Manager (WIM).
- Create and configure Business rules in (WTK) that includes pay rule building blocks, workforce accruals, workforce attendance, workforce scheduler setup, access profiles setups, holidays, attendance, timecard, access profiles, shift patterns, pay codes. Go –Live Warranty support (Hyper-care) post deployment.
- Participated and involved in of all sorts of agile ceremonies (Backlog Grooming, sprint planning, sprint retrospective, Sprint review).
- Documentation of Business and Technical specification requirement , Design Expression , Change request.
- Leverage technical knowledge to automate installing, maintaining and testing of UKG applications and design complex SQL scripts for data handling processes.
- Lead and managed team of 10 + members in group projects, driven continuous improvement initiatives, delegating tasks.
- As ITIL certified member , Resolved business issues and complaints in accordance with appropriate professional standards.

Aug 2011 - Technology Analyst

Aug 2016

Infosys, Pune

- Managed multiple in-house and third party vendor based 30+ applications(Dot Net & Java) as an Application support engineer.
- As an Onsite Coordinator (LONDON), Managed requirement gathering and Application support for Line of business (LOB) and shared application .
- Managed & Collaborated ITIL processes for critical PROBLEM & Major Incident management assignments, CMDB Update & CHANGE management streams.
- Coordinated with Infrastructure team to support during major Disaster Recovery (DR) activity, Power shut down and monthly maintenance activities .
- Handled Data migration project for 2 companies at London office. Provided end to end support for applications including Handling Tickets, Taking Client Calls, and Fixing data issues through SQL backend.
- Developed SSIS packages for data imports, Bug –fixing, Data fixes, minor development in applications.
- Received INSTA -Award for good performance & Client Handling Practice



Certifications

- ITIL V3 foundation

- ITIL Service Operations
- Workforce Central and Workforce Integration Manager (WIM) trained
- Workforce Dimensions certified
- Advanced Scheduling & Forecasting certified (Dimensions)
- Dell Boomi – Associate Integration Developer Certification
- Dell Boomi- Professional Developer Certification



Education

Jul 2007 - May 2011 **B.Tech: Electronics And Communication**
University College of Engineering - Patiala , Punjab (India)



Skills

Kronos Timekeeper/Accruals/WIM/WDM

◆◆◆◆◆
Advanced

Microsoft SQL

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Upper intermediate

Tools : Salesforce , Service Now , JIRA

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Upper intermediate

Kronos WFD

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Upper intermediate

IDEs: Visual Studio 2008/2005/2003 | SQL Server 2016/2008/2005 |

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Intermediate

Waterfall and Agile methodologies

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Upper intermediate

Dell Boomi

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Upper intermediate