**RESHMI LR**

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**Profile Snapshot**

* Certified Scrum Master and Kanban [Practitioner](https://www.bing.com/ck/a?!&&p=62f37ab8e662068bJmltdHM9MTY3NDM0NTYwMCZpZ3VpZD0wYjI5MDQ0OC04ZDhkLTZmYTgtMDVhZS0xNTExOGMyYjZlZjAmaW5zaWQ9NTUzOA&ptn=3&hsh=3&fclid=0b290448-8d8d-6fa8-05ae-15118c2b6ef0&u=a1L3NlYXJjaD9xPWRlZmluZStwcmFjdGl0aW9uZXImRk9STT1BV1JF&ntb=1) with over 14+ years of accelerating experience in spearheading IT projects.
* Project Management experience using Agile, Scrum and Waterfall methodologies.
* Proficiently handled SAP SuccessFactors Onboarding Implementation Project and SAP SuccessFactors Recruitment Implementation Project in the capacity of an SAP SuccessFactors PMO.
* In possession of impeccable project coordination, management and organizing skills that contributed significantly in all the organizations.
* Attained global exposure by acting as the Implementation Co-Lead for SAP SuccessFactors Learning, Employee Central, Fieldglass in CESA-CSE and MED Region, Oracle Peoplesoft HRMS Product support for EMEIA region and Oracle Peoplesoft HRMS regional support for MENA & CESA-CSE.
* Deft in facilitating workbook documentation and walk-through sessions to business team.
* Effective in filling gaps by conducting walk-through sessions and rendering solutions to standard & customized processes according to requirements.

**Key Achievements**

* Ranked as the top contributor in last 3 previous Financial Year Feedback cycle.
* Received 2 High Performing Team awards since 2022.
* Received “6” Star awards from EY’s HR Transformation project- “Symphony” (SuccessFactors Implementation project) since 2018

**Areas of Expertise**

* Project Management
* Scrum
* Agile
* UiPath Task Capture
* UiPath
* SAP Successfactors Recruiting
* SAP Successfactors Employee Central
* Oracle Peoplesoft HRMS
* Taleo Recruitment Systems
* Insala’s Alumni Portal Administration
* HR System Testing
* User Acceptance Testing
* Data Quality Management
* Incident Management Tools
* General HR Administration
* Lotus Notes Database
* Project Management
* Change Management
* Team Leadership & Management
* Project Management & Execution
* Onboarding
* Recruitment
* Requirement Gathering
* Organization Management
* Personal Administration

**Career History**

**EY GBS LLP | Apr 2018-On going**

1. **Organization:** EY GBS LLP

**Role:** Project Manager

**From:** April 2022- Present

* Track business cases and develop a project plan.
* Monitoring and control of project activities to ensure that the project remains on track and that deliverables are on time and within the scope.
* Organising and managing project meetings and motivating internal and vendor resources to accomplish all tasks and milestones on time.
* Project documentation, weekly status reports, and RAID log.
* Manage stakeholder engagement and communication.
* Track changes to the project scope and schedule.
* Risk management to minimise project risks.
* Work with cross-functional teams to implement the best practises, policies, and procedures to improve the quality and efficiency of automation services.
* Design and implementation of process flows to streamline operations and increase efficiency.
* Close the project to formalize acceptance of the project outcomes and the project release.

1. **Organization:** EY GBS LLP

**Role:** PMO – SAP SuccessFactors Onboarding Implementation Project

**From:** August 2021- March 2022

* Project planning including scope & milestone management, risk and issue management
* Maintaining risks, issues, assumptions, actions logs
* Meeting’s facilitation and coordination
* Monitor and coordinate reporting and support reporting to Project Leadership
* Ensure successful implementation of the PMO’s strategy, responsibilities, services, and deliverables
* Administer and coordinate the management of Change Requests
* Support Workstream Lead in ad-hoc activities related to the project

1. **Role:** PMO – SAP SuccessFactors Recruiting Implementation Project

**From:** March 2020- July 2021

* Project planning including scope & milestone management, risk and issue management
* Maintaining risks, issues, assumptions, actions logs
* Meetings facilitation and coordination
* Monitor and coordinate reporting and support reporting to Project Leadership
* Ensure successful implementation of the PMO’s strategy, responsibilities, services, and deliverables
* Administer and coordinate the management of Change Requests
* Support Workstream Lead and Program Director in ad-hoc activities related to the project

1. **Role:** SAP SuccessFactors LMS, Employee Central & SAP Fieldglass Implementation Analyst

**From**: April 2018- December 2020

* To provide dedicated support to the Region Implementation Lead in the implementation of LMS and CORE HR Transformation Project for Countries in the regions: Central & South East Europe and Mediterranean region.
* Provides support to the Region Implementation Lead and the Regional Talent Teams in the completion and ongoing maintenance of the Requirements Traceability Matrix to capture and track all Region configuration requirements.
* Provides support in the development of the local function design workbooks.
* Provides support in the documentation of local test plans
* Provides support updating of global process models to reflect local deviations
* Provides support in the compiling or consolidating deliverables from across all of the countries in the Region
* Drives status reporting and readiness tracking, working with Region and Country teams to ensure that trackers and reports are completed according to required schedule and compiling reports on behalf of the Region overall.
* Identifies any countries in the Region who are off track, understands the reasons and works with them to put mitigating actions in place, escalating to Region Implementation Leader or Hub Lead as required.
* Collate, answer or escalate queries from the Region Talent teams
* Work with Region Talent Teams to ensure RAID logs are regularly maintained and updated
* Provides coaching and guidance to members of the Region / Country Talent Team to build capability in process and technology deployment including data management, integrations and application management and testing.

1. **Organization:** Teamlease Services Ltd (Contract to EY GBS LLP)

**Role:** Central & South European Region Talent Infrastructure Analyst

**From**: June 2016- April 2018

* Local Service Enabler, LSE/ Area Champion for HR Systems in Central & South European Region.
* Support Talent Infrastructure Leader on all regional projects & activities.
* Support IT/Project Managers with SAP Successfactors Employee Central implementation for CSE region.
* Support Regional Talent Teams with HR Systems & Projects
* Assist in HR Systems Access Provisioning and Access review.
* Support provided for Oracle Peoplesoft HRMS, Taleo Recruitment Systems, Sharepoint People Insights Reporting System, Lotus Notes Leave Management system, Insala Alumni Portal and other local Databases.
* Assist Talent Teams/ HRMS Product Support team to cater the region/country configuration requirements.
* Assist Talent Teams in HRMS Table Setup, System Configuration, Data Massupload, Data cleanup and Data Audits.
* Assist Talent Team to resolve data errors and interface issues.
* Assist Talent Team to resolve data issues on SAP Successfactors LEAD.
* Assist HRMS Product Support Team to investigate on data errors and interface issues.
* Assist Talent Team with the administration and configuration of Employees’ Rate Calculation Tool Mechanism.
* Support Talent Teams to setup and review Global applications access.
* Review of International Mobility data in HRMS for the region and errors rectification.
* Assist Talent Team to prepare templates for Reorganizational Changes.
* Facilitate Reorganizational Changes for the region in HR Systems.
* Support Talent Teams to implement and maintenance of Employee Self Service module within HRMS.
* Support Talent Teams to automate Onboarding process.
* Assist Talent Teams to analyze data issues between different global systems.
* Support IBM Lotus Notes Leave Management System with system configuration.
* Assist IT Team to resolve Leave Management System interface errors.
* Support Insala Alumni Portal with Access Provisioning, review & Data update.
* Disseminate Talent Infrastructure communications & system issues/releases to Country Contacts.
* Assist Product team & region Talent team with System Integration testing and UAT.
* Assist Leaders with Management Reports and Adhoc Reports.
* Assist in Internal Process Documentation.
* Facilitate Trainings on HR Systems to regional members.

1. **Organization:** Schlumberger Oilfield Eastern LTD, Al-Ahmadi, Kuwait.

**Role:** Sales Business system Administrator

**From:** December 2014 – September 2015.

* Schlumberger’s SIS (Business Unit) Sales business system champion for Kuwait.
* Assist Schlumberger’s Global Commercial Contract (Houston) Team to streamline Sales process.
* Assist in disseminating standard work instructions, new process, approaches to Sales team.
* Assist in monthly revenue recognition using Siebel CRM interfaced to SAP via Lawson.
* Support as Flexnet administrator, Software license tool.
* Assist in Dongle Management & Issue of demo licenses from OCEAN (SLB Software Pool).
* Assist Account Managers with Software Product Pricing & Issuing Licenses.
* Assist in software licenses’ provision, maintenance, renewal and update.
* Assist to generate Sales quotations from Seacolt, Schlumberger's customized Quotations and Licensing tool.
* Assist Account Managers with the maintenance and renewal of Sales contracts.
* Assist Account Managers with the maintenance and renewal of software licenses using Flexnet tool.
* Assist Portfolio Managers with Revenue allocation reports.
* Assist Finance team to review monthly training cost.
* Assist Account Managers to resolve Licenses issues by coordinating with License Support Team.
* Ensure KPI’s are met. SLB license maintenance score for Kuwait is above 90%.

1. **Organization:** EY Global Delivery Services

**Role:** HR Systems Product Support

**From**: August 2012 – September 2014.

* Facilitating periodic training programs for EMEIA region HR System champions.
* Functional support to the EMEIA region HR System champions.
* Disseminate information about new features, system upgrades/downgrades, downtime, data clean up, data issues and errors to HR System champions.
* Channelizing the ‘Change Requests’ & deployment requests from Countries to the IT.
* SME on various HR System- HRMS, HR DB, Alumni Portal, Taleo, Datamart.
* Assist team members/IT Team/HR Champions for the deployment of new functionalities.
* Configuration of HR System table value setup.
* Configuration of HR System Access and review.
* Support the region with Excel to CI massuploads in HR Systems.
* Provide resolutions to issues & queries from Champions.
* Documentation of standard processes in internal database.
* Facilitate data massupload in the HR System during Financial Year & People Year changes.
* Assist HR Champions with HR System integration issues.
* Prepare Test cases and perform HR System integration testing & User Acceptance Data Testing.
* Monthly Data Review and Cleanup.
* Distribute data errors to regional HR champions to rectify errors.
* Report International Assignment errors in HR System to Global HR System Leader.
* Liaise with AsiaPac and US Mobility experts to resolve the International Assignment errors in those areas.
* Functional support provided to Office Leavers on Alumni Profile activation & Issue rectification.
* Assist Alumni’s profile activation through mail support.
* Coordinating with vendor, Insala to resolve system issues with Alumni portal.

1. **Organization:** EY Global Delivery Services

**Role:** HR Systems Specialist for MENA region

**From:** March 2010 – June 2012

* PeopleSoft Functional Support provided to the HR professionals in MENA Offices.
* Disseminate Standard Work Instruction and Change Notifications to HR Professionals.
* Data analysis and Audit of HR information provided by HR professionals.
* MENA Workforce Life cycle managed through PeopleSoft HR System.
* Interface analysis of new recruit’s data from Recruitment system, Taleo to PeopleSoft HR System.
* Information regarding Office Joiners and Leavers sent to IT Services.
* Communicate interface errors from Recruitment system, Taleo to PeopleSoft HR System interface to necessary parties.
* Resolution to access issues faced by MENA employees.
* Monthly, Weekly and Adhoc Report preparation
* Escalate Data issues or Interface issues to Product Support team.

1. **Organization:** Dimensions Innovation Lab Pvt Ltd, Technopark, India.

**Role:** HR\Marketing Coordinator

**From:** October 2008– March 2010

* Recruitment activities
* Orientation & Onboarding of new hires
* Employee Data management in HR System
* Leave Management system maintenance
* Payroll calculation
* Preparation of HR Documents.
* Coordinating with CEO and Operations Manager for Annual Performance Review
* HR grievances handling.
* Organizing internal events- Employees Birthday Celebration, Quiz and activities, Festival celebration.

1. **Organization:** Aryans Infoway Pvt Ltd, Technopark, Trivandrum

**Role:** HR Executive

**From:** August 2007 - August 2008

* Recruitments through Job Fairs, Off Campus events.
* Sourcing Candidate from Job portals.
* Screening and shortlisting candidates.
* Coordinating for technical interviews.
* Generating Offer letters.
* Employee Data Bank maintenance.
* Office Administration in Bangalore facility, India

**Scholastic Accreditation**

* **Master’s in Business Administration (Human Resource Management & Marketing Management)** | Kerala University, India | 62% | Year of passing -2007.
* **Bachelor of Arts (Communicative English)** | Kerala University, India | 55 % | Year of passing- 2005.

**Certifications**

* Certified Scrum Master from Scrum Alliance.
* Team Kanban Practioner from Kanban University.