



SAKTHIVEL SHANMUGAM

Oracle Certified Peoplesoft Developer

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Professional Summary

- Experienced working with different PeopleSoft Financials 9.2 modules: General Ledger (GL), Commitment Control (KK), Accounts Payable (AP), eProcurement (ePro), Purchasing (PO), Billing (BI), Accounts Receivable (AR), Project Costing (PC), Asset Management (AM), Inventory (IN), Grants Management, Vendor Self-Serve, PS Security, PeopleSoft Financial Gateway, Cash Management, Distribution/Order Management (O2F). PeopleSoft HCM 9.2 modules HR, Employee and Manage Self Service, Benefits, Time and Labor (TL), Payroll, e-Performance, Banking Integration, Supplier Portal, Strategic Sourcing, Customer Contracts, eProcurement et cetera.
- Having 21 plus years of experience in the IT industry with expertise in Software Analysis, Design, Development and Testing of PeopleSoft applications.
- Expertise with Implementations, Re-Implementations, Conversion, Image Upgrade, Tax Update, Production Support, Security Administration, Maintenance, System Integration, Testing and Upgrade of software applications including ERP applications.
- Having more than 15 years of client facing experience in which 2 years of onsite experience with different clients and different domains.
- Worked on numerous complex integrations to exchange data in real time within PeopleSoft and 3rd party applications using API's. Monitoring Integration Broker Messages and fixing errors.
- Worked extensively in SQR, BI Publisher, PSQUERY, Crystal Reports created new reports and customized numerous delivered process and reports.
- Implemented PeopleSoft Portal solution and integrated several PeopleSoft and Non-PeopleSoft systems.
- Expert in PeopleSoft security administration and implemented from the scratch for FSCM, HCM, ELM and Portal modules.
- Expertise in PTF (PeopleSoft Test Framework) and created test scripts for all the used cases and re-execute on need basis.
- Responsible for managing scope, planning, tracking, change control, aspects of the project.
- Responsible for effective communication between the project team and the customer. Provide day to day direction to the project team and regular requirement status to the customer.
- Translate customer requirements into formal requirements and design documents, establish specific solutions, and leading the efforts including programming and testing that culminate in client acceptance of the results.
- Extensive Working experience on Relational Databases like Oracle SQL (PL/SQL) and Microsoft SQL.
- Expert in resolving performance issues/Tuning and debugging complex SQLs.
- Experience in setting up and scheduling the batch jobs using PeopleSoft Process Scheduler and UC4 Job Scheduler.
- Expertise in PUM Upgrade, Tools Upgrade, Tax update, Applying Oracle bug fixes.
- IBM certified PeopleSoft Trainer and trained more than 200 candidates and supported.
- Worked as Developer, Production Support Executive, Technical Lead, Team Lead and PUM upgrade Manager, Security Administrator, Integration Specialist in several assignments.
- Monitoring the ticketing systems, work closely with business analyst, technical analyst, developers to prioritize the works and assign the tasks to team and complete the enhancements and fix the production issues in timely fashion.

Education

Master of Science Information Technology - April 2002

Certifications

- PeopleSoft Application Development I: PeopleTools & PeopleCode
- Security and Privacy by Design
- Azure Fundamentals
- Oracle Global Human Resources Cloud

Skill Set

ERP	:	PeopleSoft FSCM 9.2, HCM 9.2
Functional Modules:		General Ledger, Commitment Control, Accounts Payable, eProcurement, Purchasing, Billing, Accounts Receivable, Project Costing, Asset Management, Inventory, Grants Management, Vendor Self-Serve, PS Security, PeopleSoft Financial Gateway, Distribution/Order Management (O2F), Supplier Portal, Strategic Sourcing. Customer Contracts, HR, Employee and Manage Self Service, Benefits, Time and Labor, Payroll, e-Performance.
Development Tools	:	Application Designer, Application Engine, Integration Broker, Component Interface, Data Archive Manager, PeopleCode, Workflow, PeopleSoft Test Framework, Maintain Security, Object Security and Process Scheduler, Process Monitor, AWE, PHIRE, UC4, Fluid UI, SoapUI, Send Master, Peoplesoft Activity Guide, Related Content Event Mapping, Drop Zones, Page Field Configurator, File Layout.
Migration Tools	:	Oracle PeopleSoft PHIRE
Reporting Tools	:	SQR, BI-Publisher, PSQUERY, Crystal Reports
RDBMS	:	Oracle SQL/PLSQL, Microsoft SQL
Ticketing Systems	:	JIRA, ServiceNow, ALM, SharePoint, IPWC, CMS.
EDI Tools	:	PeopleSoft EDI Manager, GIS/SI, GXS (INOVIS Trusted Link Enterprise) and IBM Sterling Commerce.
Microsoft Technologies:	:	Azure Data Factory, Azure Databricks, Power BI, Azure SQL Server

Professional Experience

Employer: IBM, USA

April 2012-Till Date

IBM's Client: University of South Carolina, SC, USA

April 2018-Till Date

PeopleSoft Technical Consultant

This is an implementation and support of PeopleSoft FSCM 9.2 and HCM 9.2, Interaction Hub, Fluid Configuration to manage the Employees, Affiliates and Students. The modules realized are General Ledger, Commitment Control, Accounts Payable, eProcurement, Purchasing, Billing, Accounts Receivable, Project Costing, Asset Management, Inventory, Grants Management, Vendor Self-Serve, PS Security, PeopleSoft Financial Gateway, Supplier Portal, Strategic Sourcing. Customer Contracts, eProcurement, HR, Payroll, Benefits, Employee and Manage Self Service, Benefits, Time and Labor which includes PeopleSoft Test Framework, Conversion, Interfaces, Reports, Integrations, Tax update, Image upgrade and Tools upgrade.

Responsibilities:

- Involved in all phases of project from analysis and requirement phase to delivering the project which includes Design, Development, Testing, Packaging, document, Migration and Support.
- Created Technical Specifications (TDD) for the project by collecting all the requirements from client.
- Technical and Functional expertise for Enterprise Applications FSCM and HCM modules (Account Receivable, Account Payable, Strategic Sourcing, PeopleSoft Financial Gateway, Supplier Portal, Customer Contracts, eProcurement, HR, Payroll, Benefits, Employee and Manage Self Service, Benefits, Time and Labor.
- Integration Expert, responsible for configuring and support System Integration.
- Responsible to work with client, University of South Carolina to implement PeopleSoft FSCM and HCM and Integrate the University of South Carolina PeopleSoft systems with Internal and External application to exchange the data in real time over webservices.
- Enable users to access to PeopleSoft Application through their mobile devices configuring FUI/D functionality.
- Configure the unified navigation and access PeopleSoft FSCM, HCM and other supporting applications in Interaction HUB Tool (Portal).
- Analyses Software Requirements to provide Estimation.
- Deploy the Secured Enterprise Search (SES) and enable all the users to access the data in Global Search.
- Translate customer requirements into formal requirements and design documents, establish specific solutions, and leading the efforts including programming and testing that culminate in client acceptance of the results.
- Take a lead on the defects/Development assigned to the team and helping them to complete that on timely fashion.
- Trained business users to create their own PTF test script and reuse it.

Environment: PeopleSoft FSCM 9.2, PeopleSoft HCM 9.2, People tools 8.61.05, Oracle 19.18, Win10.

IBM's Client: GNWT - Government of Northwest Territories**July 2017 – Mar 2018****PeopleSoft Technical Consultant**

It is a Canadian government project. IBM supported for PeopleSoft FSCM/HCM/IH upgrade for them. The GNWT employs approximately 4,700 public servants who provide programs and services for close to 44,000 NWT residents. The GNWT use Peoplesoft application for their finance and human resource transactions.

Responsibilities:

- Implemented the Interaction Hub 9.1 from scratch and configured the unified navigation for FSCM and HCM systems.
- Designed and implemented E2E security for FSCM / HCM / IH systems successfully.
- Configured Supplier portal and Candidate Gateway successfully.
- Supported as key resource in GoLive cutover Tasks and Post GoLive hyper care.
- Provided transition and documents for all the Setup and Fixes.

IBM's Client: AARP (American Association of Retired Persons)**August 2013 – November 2017****Sr. Application Developer**

AARP is a nonprofit, nonpartisan organization, with a membership of more than 37 million, that helps people turn their goals and dreams into real possibilities, strengthens communities and fights for the issues that matter most to families such as healthcare, employment security and retirement planning.

Responsibilities:

- Responsible for Analysis, design, development, testing and implementation of customized PeopleSoft ERP solutions for new implementations and upgrades for our IBM US customer American Association of Retired Persons (AARP).
- Security Administrator with strong system knowledge of FSCM, HCM, ELM and Portal modules.
- Key application developer responsible to take a lead on complex and critical requirements.
- Deliver new and complex high-quality solutions to clients in response to varying business requirements
- Responsible for managing scope, planning, tracking, change control, aspects of the project.
- Responsible for effective communication between the project team and the customer. Provide day to day direction to the project team and regular requirement status to the customer.
- Translate customer requirements into formal requirements and design documents, establish specific solutions, and leading the efforts including programming and testing that culminate in client acceptance of the results.
- Utilize in-depth knowledge of functional and Technical experience and deliver solutions to customer.
- Created PTF test script for the business process.
- Achievement 1: Provided high quality permanent solution to customer for the long-standing issue on ePerformance Module to bring the Performance Review (Annual, Mid-Year) Historical data with attachments from GAUS (Third party) system to PS.
- Achievement 2: Integrated FSCM, HCM, ELM systems to exchange the data in real time.
- Achievement 3: Provided permanent solution for the orphan reporting's on the HCM system.

Environment: PeopleSoft FSCM 9.2, People tools 8.53 & HRMS 9.1, People tools 8.52, Oracle 11g, Windows 7 Enterprises.

IBM's Client: World Bank Group
Sr. Application Developer

August 2012 – August 2013

The World Bank Group (WBG) is a family of five international organizations that make leveraged loans to poor countries. It is the largest and most famous development bank in the world and is an observer at the United Nations Development Group. The bank is based in Washington, D.C. and provided around \$30 billion in loans and assistance to "developing" and transition countries in 2012. The bank's mission is to reduce poverty.

The World Bank Group's uses PeopleSoft HRMS 8.2 for their entire human resource management, and it has started its PeopleSoft Re-Implementation (HR System Renewal) with the support of IBM. This is one of the toughest accounts to IBM as there was a heavy customization on self-service and benefits modules. My role is as follows:

Responsibilities:

- One of the key resources who worked on all the modules (HR, Self-service, Benefit, Global Payroll) and quality assurance on need basis.
- Integrated third party Remedy ticketing system with PeopleSoft through IB Message.
- Take a lead on the defects/Development assigned to the team and helping them to complete that on timely fashion.
- Provided a high-quality solution to the clients by creating innovative PeopleSoft Chart in response to varying business requirements.
- Providing technical assistance, tips and encouragement to team to complete their work on time.
- Interacting with clients on daily basis and addressing the issues.
- Achievement 1: Got 'Grand Master' award for 'Helping others' by the choice of all the team players.
- Achievement 2: Integrated third-party Remedy ticketing system with PeopleSoft through IB Message.
- Achievement 3: Introduced PeopleSoft Chart facility to the client.

Environment: PeopleSoft HRMS 9.1, People tools 8.52, Oracle 11g, Windows 7 Enterprises

IBM's Client: Cabelas's**April 2012-August 2012****Application Developer**

Cabela's is a direct marketer and specialty retailer of hunting, fishing, and camping and related outdoor recreation merchandise, based in Sidney, Nebraska. Its direct marketing operation is one of the largest in the United States. Cabela's uses PeopleSoft FSCM for their entire order entry management. My role is as follows:

Responsibilities:

- As a lead developed project plans, adhered to project milestones, monitored project progress, management reporting, resource management, coordinated offshore development activities.
- Providing production support and quick fix for the critical issues.
- Deliver new and complex high-quality solutions to clients in response to varying business requirements.
- Providing technical assistance, tips and encouragement to team to complete their work on timely fashion.
- Code review before movement to Production.

Environment: PeopleSoft FSCM 9.0, People tools 8.48, Oracle 10g, Windows Server 2008

Employer and Client: Butler Technical Services India Pvt, Hyderabad, India**December 2011-April 2012****PeopleSoft Developer**

Butler America is a Nasdaq listed (BUTL) award winning ISO 9002 certified American company offering Engineering and Design, Network Implementation, IT, International Solutions and Fleet Maintenance services. It currently operates in the aircraft, aerospace, defense, telecommunications, and financial services industries from 29 different locations. It started its Hyderabad operations in 2001 and has since been consistently expanding its workforce here. Its clients include industry majors like Avon, Boeing, Caterpillar, Citigroup, Merrill Lynch, etc.

Responsibilities:

- Lead analysis sessions, gather requirements and write specification and functional design documents for enhancements and customization; Analyze product impact
- Involved in the Data mapping, Data conversion and Data loading from the external system into people soft tables.
- Given PeopleSoft training and knowledge sharing with team members.
- One to one client's interaction for requirement gathering and provide end to end solution.
- Modified SQR, Crystal, and PSQUERY reports according to imported data.
- Designed reports in PeopleSoft systems alike take over company's reports.
- Communicate activities/progress to project managers, business development, business analysts and clients

Environment: PeopleSoft HRMS 9.0, People tools 8.48, Oracle 10g, Windows Server 2008

Employer and Client: POLYCOM Technology (R&D) Pvt. Ltd, Hyderabad, India**August 2008-December 2011****Sr. Software Engineer**

Polycom (NASDAQ: PLCM) is a multinational corporation with approximately 3500 employees worldwide and an annual revenue of approximately \$1.2 billion in 2010. The company manufactures and sells telepresence and voice communications solutions across the world. This project involved PeopleSoft FDM/FSCM upgrade from 8.0 to 9.0 and doing necessary customizations. The objective of this project is to receive sales orders through various source

(Web stores, XL, EDI 850 – X12, Siebel CRM, Manual, RMA, Web Method) and process through Inventory, Reserve, shipment, depletion and generate invoices for customers and generating various EDI X12 outbound like EDI 855 (Order Acknowledgement), EDI 856 (Advanced Shipping Notice), EDI 810 (INVOICE) and generating related reports. My role is as follows:

Responsibilities:

- Providing production support and quick fix for the critical issues and closing tickets.
- Contacting order management team available in US, China, Thailand, and Singapore and gathering requirement.
- Design documents and assigning task and getting work done through my team members.
- Code review and unit test for the tasks which I assigned to my team members.
- Monitoring scheduled jobs and keep posting to the job owners for the less priority issues.
- Monitoring order flow, EDI In/out bounds and fixing IB related issues.
- Customized PSQUERY scheduler to send email output with attachment instead of sending link.
- Modified electronic commerce inbound and outbound process as a part of 9.0 upgrade.
- Used application Designer to Customize Records, Pages, Menus and giving access to user by using Maintain Security.
- Played key role in some of the major customizations related to shipping which were implemented and used by the Polycom vendor 'Celestica – Thailand'.
- Customized and worked on delivered records and pages to validate the data.
- Expertise in Functional & Technical understanding of the client's Business.
- Interact with the end user to understand the requirements.
- Analyzing impact of the requirements and make decisions.
- Achievement 1: Implemented EDI setup and transaction from the foundation.
- Achievement 2: Implemented IB setup from the foundation and integrated the third party customers and vendors.

Environment: PeopleSoft FSCM 9.0, People tools 8.48, Oracle 10g, Windows Server 2008

Employer and Client: Sutherland Global Services, Chennai, India

April 2006-July 2008

Executive

Sutherland Global Services is a leading Business Process Outsourcing (BPO) company with over twenty years of experience in the customer management space. This project involved PeopleSoft HRMS implementation and customization. The objective of this project is to maintain and keep track of the employee information and generating various reports related to their hire, termination, transfer, designation changes etc.

- Used application Designer to Customize Records, Pages, Menus and giving access to them by using Maintain Security.
- Played key role in some of the major customizations which were implemented and used by the employees for North America locations of the company.
- Customized and worked on delivered records and pages to validate the data.

- Used Application Engine and SQR tool to generate various reports related to employee's hire, termination, transfer and designation changes etc.
- Monitoring scheduled jobs status.
- Technical understanding of the client's Business.
- Interacting with the user to understand the report and customization requirements.
- Analyzing User requirements with existing systems.
- Developed Queries using PS Query tool.
- Worked extensively on PeopleCode for customization of pages and validating the data.
- Developed Multiple Reports and modified the existing SQRs as per the requirements.
- Extensively created inbound and outbound interfaces using SQR.
- Created attrition Reports using SQR and XML to able view by way of Excel pivot table.
- Worked on issues related to scheduling SQRs through Process scheduler on client & server for windows environment.
- Created new and customized existing Peoplesoft objects (Pages, Components, Menus, Peoplecode, and Process Definition and enforced Security.
- Developed Application Engine program to send sqr reports as attachment.

Environment: PeopleSoft FSCM 9.0, People tools 8.48, Oracle 10g, Windows Server 2008

Employer: FHAPL Technologies Pvt. Ltd, Chennai, India

June 2002-Mar 2006

Oracle Developer

FHAPL Technologies is one of the leading information technology companies. Through its Global Network delivery Model, Innovation Network, and Solution Accelerators, FHAPL focuses on helping global organizations address their business challenges effectively. Worked on multiple clients Global Website Services (German), ZEDAT (German), Subiksha Ayurvedics (India) parallelly based on the requirements.

FHAPL's Client: Global Website Services (German) - The project is maintenance and supporting of Global Website Services (German). The system deals with the different kinds of mutual funds and its attributes such as NAV (Net Asset Value), Fund fees and expenses, expense ratio, Fund Category, Types of Funds, Portfolios, Statistics and Distributions of several funds etc.,

- Involved in Production support activities of BLACKROCKINVESTMENTS website.
- New Fund Launches activities performed in BLACKROCKINVESTMENTS website.
- Analyzing/Solving Data related issues.
- Refreshing Materialized views and monitoring Batch Jobs.
- Creating DBCR's for Development/Production issues.

FHAPL's Client: ZEDAT – German - Apache OFBiz is a standard ERP developed for the small and medium scale industries. It contains modules such as production, Material planning, Inventory, Purchase, Sales and statistics of industrial activities. The software helps the planners in planning the factors such as labor, Raw material requirements, Machinery availability, part price calculation etc. The software is providing the gateway to the European financial software package.

- Extremely worked with all back-end activities of Production Planning System ERP
- Developed and maintained various PL/Sql procedures, functions and views through out this project
- Involved in solving complex queries to assist development team
- Database Change Request made for each and every phase from database side
- Created various ER Model diagrams for Production Planning System ERP
- Created various triggers for setting status flags for Customer and Purchase modules

FHAPL's Client: Subiksha Ayurvedics – Coimbatore - WebERP is the fastest growing segment of the enterprise applications market today. The major driver of this growth is the Internet. The rapid growth of E-Commerce has caused the most significant change in ERP application. ERP packages allow the organization to interact with, sell to and service customers through different channels. Because of the Internet, customers have more choices. Offering good products alone is not enough. Meeting their needs so thoroughly that they keep coming back will help us a lot. Web enabled interaction and information delivery helps us to meet their needs easily.

- Fit-Gap analysis and Scope Document preparation and closely interacted with the Users and understood their legacy System, took new requirements, interacted with the High Level and End Users.
- Software Design Document, Technical Document and User Manual for the system Testing of the system as per the test plans.
- Making the Users familiar with the system and make the Users use it.
- Effective responses to customer queries, problems and issues.
- Created Various schema objects such as Tables, Views, Stored procedures, Triggers, Functions, Packages etc.,
- Involved in Production support. Performance tuning, SQL query enhancements, code enhancements to achieve performance targets
- Daily Enquiry, Sales Reports, Customer discounts reports.
- Reports on Product Movement within a given timeframe.

Environment: Oracle 9i, Windows NT