**Ramakrishna**

**Workday Consultant**

# Professional summary

* Dedicated and results oriented Workday HCM Integration Consultant with over 13 years of experience in implementing, configuring, and optimizing Workday HCM solutions.
* Adept at analyzing business requirements, designing integration solutions, and providing expert guidance to clients. Seeking to leverage technical expertise and consulting skills to drive success in a dynamic organization.
* Proven ability to lead end-to-end implementation projects, optimize system performance, and provide strategic financial insights through effective collaboration and communication.

# Certification and Trainings

# Certified in Workday Core Integration from Workday.

# Trained in Workday HCM from Hexaware Technologies

# Certified in Wipro Frontline Manager program.

# Academic qualifications

MCA from JNTU University, TG, India - 2008

# Work Experience

**AllPros Consulting, Dallas, TX Apr 2024 – Till Date**

**Workday Consultant**

* Developed and maintained custom Workday integration solutions, leveraging Workday Studio, Core Connectors, and EIBs, to streamline data exchange between Workday HCM and external systems.
* Collaborated with clients to understand their integration requirements and business processes, providing expert guidance on integration best practices and technical feasibility within the Workday ecosystem.
* Designed and implemented complex inbound and outbound integrations, ensuring seamless data flow and integrity between Workday and various third-party systems, including payroll and benefits administration.
* Conducted thorough analysis of client systems and data structures to identify integration points, data mappings, and transformation requirements, optimizing integration performance and reliability.
* Collaborated closely with cross-functional teams, including client stakeholders, project managers, and technical specialists, to ensure alignment on integration requirements, timelines, and deliverables.

CONTACT DETAILS

Ramakrishna

Mobile: +1 386 695 8997

Email: [crkrishna07@gmail.com](mailto:crkrishna07@gmail.com)

LinkedIn: [www.linkedin.com/in/ram-56350632](http://www.linkedin.com/in/ram-56350632)

Key skills

## AREAS OF EXPERTISE

* Agile methods
* Workday Integration
* EIB, Connectors, DT
* Business Process Configuration
* Change Management
* Project Management
* Test Planning and Strategy
* Test Automation
* Defect Management
* Compliance Testing

## Technologies & Tools

* Workday HCM/Benefits/

Compensation/Performance Management

* PeopleSoft HCM/FSCM
* HP ALM
* DocuSign
* SAP
* ServiceNow
* Salesforce

**Technical Proficiency:**

* Business Process Configuration, customization

and optimization

* Integrations and data migrations
* Reporting and analytics
* EIB’s and Calculated Fields
* Webservices
* Security Configuration

**Shell, India**

**Software Quality Assurance Specialist Nov 2022 – Apr 2024**

**Workday Benefits with Payroll and Benify**.

* Developed and executed an integrated testing strategy for Workday Benefits in conjunction with the implementation of a new payroll system, ensuring end-to-end testing coverage.
* Led efforts to synchronize benefits data seamlessly between Workday and the new payroll system, validating data accuracy and consistency across both platforms.
* Tested the integration of benefits-related payroll deductions, confirming accurate calculations and deductions in the new payroll system.
* Collaborated with external vendors associated with the new payroll system, ensuring smooth data exchanges and resolving any integration-related issues promptly.
* Tested various benefit events, such as open enrollment and life events, ensuring that these events were seamlessly processed and reflected accurately in both Workday Benefits and the new payroll system.
* Led comprehensive integration testing to ensure seamless data flow between the organization's HR system and the Benify benefits tool, verifying accurate synchronization of employee data.
* Verified the setup of benefits plans in Benify, ensuring accurate plan details, eligibility criteria, and effective enrollment processes for employees.
* Conducted UI testing to validate the user-friendliness of the Benify platform, ensuring employees could easily navigate and understand benefits-related information.
* Validated benefit calculations and deductions in Benify, ensuring accurate calculations and deductions aligned with employee elections and plan configurations.

Coordinated and conducted UAT sessions with HR and benefits teams, ensuring that end-users could effectively use Benify for benefits-related tasks.

**Wipro, India March 2020 – Nov 2022**

**TEST LEAD**

**Workday Benefits and Performance Management.**

Responsible for the test management of projects throughout a project’s life cycle. Ensure integrity of the end-to-end landscape, data flows and integrations with connected systems throughout the change and deployment lifecycle.

* Developed comprehensive test strategies for Workday Benefits implementations, ensuring alignment with business requirements and compliance standards.
* Led the planning and execution of end-to-end testing for Workday Benefits modules, including health, retirement, and wellness plans.
* Oversaw integration testing efforts to validate seamless data flow between Workday Benefits and other HCM modules, ensuring data accuracy and consistency.
* Coordinated UAT activities with business stakeholders, ensuring their involvement in validating benefits configurations and functionality.
* Conducted thorough regression testing for Workday Benefits updates and configuration changes, minimizing post-deployment issues.
* Developed test plans and design documents for Workday Performance Management modules, covering goal setting, performance reviews, and feedback processes.
* Coordinated testing of calibration sessions in Workday, validating the accuracy of performance ratings and calibration processes.
* Managed a team of testers, assigning tasks, monitoring progress, and ensuring timely delivery of high-quality testing deliverables.
* Implemented effective defect management processes, ensuring the timely identification, documentation, and resolution of

issues.

* Collaborated closely with project managers, business analysts, and development teams to communicate testing progress, issues, and mitigation strategies.
* Developed and implemented a comprehensive mobile testing strategy for Workday, ensuring coverage of key functionalities across iOS and Android platforms.
* Conducted thorough testing to ensure the responsive design of Workday on various mobile devices, guaranteeing a consistent user experience.
* Led the functional testing efforts for Workday mobile applications, validating features such as self-service tasks, benefits access, and mobile approvals.
* Implemented security and data privacy testing protocols to validate the protection of sensitive employee information within Workday mobile applications.
* Verified the compatibility of Workday mobile applications across different browsers and devices, addressing any inconsistencies or performance variations.
* Received emails of appreciation from clients expressing gratitude for professionalism, responsiveness, and the positive impact on their experience.

**Hexaware Technologies (AstraZeneca, UK) - India**

**Workday Techno Functional Consultant June 2019 – Jan 2020**

**Workday HCM**

Responsible for configuration of Business Processes and Testing the Business Processes.

* Configured and optimized business processes within Workday HCM, streamlining workflows for recruiting, onboarding, performance management, and employee offboarding.
* Developed comprehensive test plans and strategies for Workday HCM implementations, ensuring thorough coverage of all modules and functionalities.
* Created detailed test scripts and scenarios for functional, integration, regression, and user acceptance testing (UAT) of Workday HCM modules.
* As part of Automation project, configured Business Processes for Reference Letter, Change Job, Move Worker.
* Configured Employment Verification letters by creating Reference letter categories/template, Documents, Text Blocks, Condition Rules and related security groups.
* Configured Contract Addenda letters by creating Documents, Text Blocks, Condition Rule, security groups and related calculated fields.
* Worked on Docusign tool for digital signatures in Workday.
* Configured and maintained security roles and permissions within Workday HCM, ensuring data privacy and compliance with security policies.
* Collaborated closely with HR, IT, and business stakeholders to gather requirements, define solutions, and implement Workday HCM functionalities aligned with business goals.

**Hexaware Technologies (AIG, USA) - India**

**Workday Techno Functional Consultant July 2017 to Dec 2019**

**Workday Compensation**

* Configured and customized Workday Compensation plans based on client-specific needs, including merit cycles, bonus plans, and equity awards.
* Integrated Workday Compensation with payroll systems to ensure accurate and seamless processing of compensation-related transactions.
* Provided expert-level support for Workday Compensation, resolving complex issues related to compensation plans, calculations, and reporting.
* Developed custom compensation reports using Workday Reporting and Analytics tools to extract and analyze compensation data for HR and executive decision-making.
* Designed and implemented integrations with external systems to ensure data consistency and accuracy between Workday Compensation and other HR systems.
* Worked collaboratively with cross-functional teams, including HR, IT, and finance, to ensure the successful integration of

compensation processes within the overall HR landscape

**Tech Mahindra (StarHub, Singapore) - India**

**People soft Lead Consultant Apr 2016 to May 2017**

**PeopleSoft HCM**

* Configured and customized PeopleSoft HRMS modules to align with organizational structures and HR processes, including Core HR, Workforce Administration, and Position Management.
* Oversaw data migration initiatives, ensuring the seamless transfer of employee data from legacy systems to PeopleSoft HRMS.
* Developed and implemented integrations with third-party HR systems, optimizing data flow and reducing manual data entry
* Conducted performance tuning for PeopleSoft HRMS, optimizing system responsiveness and improving overall efficiency.
* Provided expert-level support for PeopleSoft HRMS, resolving complex issues related to employee records, benefits administration, and HR transactions.
* Received customer appreciations.
* Developed custom reports using PeopleSoft Query and Reporting tools to extract and analyze HRMS data for HR and executive decision-making.
* Collaborated with HR stakeholders to gather requirements, define solutions, and align PeopleSoft HRMS functionalities with HR strategies and objectives.

**Thirdware Solutions Ltd (Ford Motor, USA) - India**

**People soft Techno Functional Consultant Jun 2011 to Apr 2016**

**PeopleSoft FSCM**

* Successfully upgraded PeopleSoft Financials to the latest version, incorporating new features and ensuring minimal disruption to operations.
* Developed and maintained custom reports using PeopleSoft nVision, providing valuable financial insights to management.
* Implemented process improvements, resulting in increased workflow efficiency and reduced manual effort.
* Designed and implemented customizations within PeopleSoft Financials to align with specific business needs, including voucher customization and payment process enhancements.
* Developed and implemented integrations between PeopleSoft Finance and external systems, ensuring seamless data flow and consistency across platforms.
* Provided Tier 3 support for PeopleSoft Finance, diagnosing and resolving complex issues related to General Ledger, Accounts Payable, and Asset Management, resulting in minimal downtime.
* Conducted training sessions for end-users on PeopleSoft Finance functionalities, creating comprehensive documentation to facilitate self-service issue resolution and improve overall user experience.

**Inventurus Knowledge Solutions (Health Care, USA) - India**

**Support Engineer Jul 2009 to Oct 2010**

* Diagnosed and resolved technical issues reported by clients, demonstrating a deep understanding of the company's products and services.
* Provided exceptional customer support by responding to inquiries, resolving problems, and ensuring a positive customer experience through effective communication.
* Managed and prioritized support tickets using a ticketing system, ensuring timely and efficient resolution of customer issues within established service level agreements (SLAs).
* Conducted product training sessions for customers, helping them navigate and maximize the use of the company's software or services.
* Utilized remote access tools to troubleshoot and resolve technical issues, providing remote assistance to clients worldwide.
* Collaborated with product development and engineering teams to escalate and resolve complex technical issues, ensuring continuous improvement in product reliability.
* Conducted root cause analysis for critical incidents, prepared incident reports, and communicated findings to both internal stakeholders and clients.

Managed and escalated support tickets to appropriate internal teams when issues required specialized expertise, ensuring swift resolution and customer satisfaction.