Mahesh Ramanathan

CONTACT

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SUMMARY

Seasoned PeopleSoft professional with over 19 years of experience. Highly experienced in client engagement and management.

SKILLS

- 19+ years industry experience.
- PeopleSoft FSCM
- PeopleSoft technical
- PeopleSoft HCM.
- Application support
- People Management
- Client Management/engagement.
- SLA Management.
- Process improvement.
- ITIL.

EXPERIENCE

May 2013 - Current
Principal Support Engineer RiminiStreet | Hyderabad

- Effectively served as the primary contact for clients' PeopleSoft FSCM product line, addressing P1-P4 cases and escalations promptly and providing accurate resolutions.
- Conduct regular catch-up meetings with clients to review cases, discuss future initiatives and explore opportunities for RiminiStreet support.
- Achieve adherence to company prescribed SLAs for P1 and P2 tickets.

September 2008 - March 2013
Principal PeopleSoft consultant Wipro Ltd (Wipro Acquired SAIC India in June 2011 | Bengaluru

- I am team leader for PeopleSoft Applications offshore team. The team consists of 7 people which supports the following applications implemented by the customer:
  - ☐ PeopleSoft HCM
  - ☐ Core HR Ver 8.3 Tools version 8.42
  - ☐ Time and Labour Ver 9.0 Tools version 8.48
  - ☐ Abscence Management Ver 9.0 Tools version 8.48
  - ☐ PeopleSoft Financials Ver 8.9 Tools version 8.49
  - ☐ Accounts Payables.
  - ☐ Accounts Receivables.
  - ☐ General Ledger.
  - ☐ Purchasing.
  - ☐ Treasury.
  - ☐ PeopleSoft EPM Ver 9.0

The team works on enhancement (enhance existing functionaltiy of the system), bug-fixing ,projects (introduce new functionality) and maintenance tasks in the above mentioned applications.As per the present contract the team does not engage in production support tasks.
The team uses customer provided STAT as CM tool to baseline and lock PeopleSoft objects. Team
uses cusotmer provided Remedy incident monitoring tool to recieve support tasks. Onsite emails
task details with remedy incident number to team lead .Offshore team also monitors remedy queue
to pick up suitable tasks.
As a Team Lead/Manager my responsiblities in the project are as follows:
- ☐ Act as an liason between Onsite and offshore.
- ☐ Prioritize tasks and assign to available resource.
- ☐ Provide technical assistance in resolving complex issues.
- ☐ Provide team status to offshore and onsite management on a weekly basis.

- ☐ Manage team's annual performance appraisal.
- ☐ Set measurable and achievable goals.
- ☐ Monitor resource's peformance.
- ☐ Provide regular feedback on performance to resource.
- ☐ Receive feedback from resource.
- ☐ Suggest improvement areas.
- ☐ Responsible for technical delivery from offshore.
- ☐ Responible for quality of work product delivered from offshore. The work product should meet custome's quality standards.
- ☐ Keep the team fully utilized.
- ☐ Resolve team issues if any. e.g. People issues, infrastructure issues etc.
- ☐ Try to get more work from onsite when utilization forecast is not 100%.
- ☐ Responsible for team's charging/billing to the cusotmer. Each resource in the team has to charge only towards the task worked by him/her and for the correct number of hours.
- ☐ Engage in team building activities.

As a PeopleSoft principal consultant my responsibilites in the project are as follows:

- ☐ Gather requirements from customer.
- ☐ Prepare design document to fulfill the requirement. The design document also provides estimated effort.
- ☐ Prepare unit test plan.
- ☐ Load the test plan into Mercury Quality Center.
- ☐ Code changes as per design document.
- ☐ Peform unit test as per unit test plan.
- ☐ Migrate the code changes to Test environment using STAT tool.
- ☐ After the customer approves the code changes move the same to production environment using STAT tool.
- ☐ Provide post production support.

November 2007 - March 2008
Senior Systems Engineer IBM India

- Peoplesoft senior sytems engineer

March 2007 - November 2007
Applications Engineer Oracle India

- After the merger of PeopleSoft with Oracle, Oracle Bangalore office was a hub for Development of
New releases of PeopleSoft product line. It was also a centre for product support for versions 8.44
through 9.0. I as an applications engineer was given the following responsibilities:
- ☐ Identify and resolve functional/technical issues in Accounts Receivables of the FSCM suite of products. Versions include 8.44sp2 through 9.0
- ☐ Debug AE,PeopleCode,SQR programs.
- ☐ Design/develop new features for the next release of PeopleSoft financials, i.e. 9.1.
- ☐ Learn in-depth functionality of AR product line.
- ☐ Communicate with the QA team for issue testing.

April 2006 - February 2007
Project Engineer Wipro | Singapore, Singapore

- Credit Suisse Singapore is upgrading PeopleSoft financials 8.0 to PeopleSoft financials 8.9. I was
involved in the project as a Interface team member. Assignments included the following
  - ☐ Retrofit Interface programs from version 8.0 to 8.9
  - ☐ Enhancing App Engine programs for standardization of bind variables and bind values
  - ☐ Enhancing App Engine for row count validation
  - ☐ Extensive testing of interface AE's in UNIX environment
  - ☐ Modules involved were GL,AP,AR.

  Operating System: UNIX (sun solaris)
  Database: Oracle

May 2003 - October 2005
Trainee Intelligoup

- PeopleSoft Trainee, FSCM functional and technical.

EDUCATION

2000
Bachelor of Science | Computer Science
Osmania University, Hyderabad, TG