Workday Consultant

2.5 YEARS of EXPERIENCE

Summary

* **Understanding of security and security implementation within Workday**
* **Understanding of data compliance for a global entity**
* **Problem solving and troubleshooting related to Security Configuration**
* **Executed all aspects of the planning, project management, change management, administration, security, maintenance, data integrity, development, testing, implementation, reporting and user support for the HRIS**
* **Designs, implements, and monitors human capital programs and policies including total rewards, talent management, learning and development, recruitment and employee relations**
* **Deep understanding of HRIS systems can evaluate user needs and recommend best practices to implement, create presentation materials and lead presentations, develop requirements documentation, create business process flows and documentation.**
* **Functional Specifications and Test Plan documents, systems testing and validation of test results against system requirements.**
* **Provided production support for Payroll and related interfaces and reports.**
* **Solid understanding of Business Process definition, Risk Analysis and SDLC methodologies.**
* **Configured core HR module, including basic setup, Personal Data, Job Data, Position Management, and Compensation, with additional focus on Profile Management.**

Skills

**HRIS software** (most to least recent): Workday HCM, UltiPro, Lawson HRM 9.0.3, Lawson LTM 9.0.2, Lawson HRM 8.1

**Time & Attendances software** (most to least recent): Kronos Workforce Central 4.3, 5.0, 5.1, 6.0, 7.0.3; 7.0.8

Workday time, Oracle E-time.

**Software Packages:** KRONOS - WFC, WFSO, Navigator, WDM, Record Manager, SDM, WIM, MS Office Suite, MS Project, CA Clarity

**Reports**: BRIT Reports, Calculated fields, Workday Reports, Crystal Reports

Trainings & Certifications

* SAP consultant certificate C\_TERP10\_65: "SAP Certified Associate Business Foundation & Integration with SAP ERP 6.0 EHP5" organized by University of Duisburg Essen and SAP (as part of this pilot project with the SAP University Alliances)
* ITIL Foundation Certificate in IT Service Management PEOPLECERT 2

Education

Masters in Information Systems Management: 09/2013 – 03/2016

University of Applied Sciences Technikum Wien, Austria - Vienna

**Areas of Expertise:**

IT Management, IT strategy, Project Management (PMI certification), SAP Enterprise Resource Planning (ERP) which includes SAP ERP Fundamentals (Purchasing, Sales) Specialization, SAP ERP Advanced Processes (Financials, Logistics) Specialization, SAP ERP Customizing - Specialization, Business Process Management, Consulting Methods, IT Infrastructure Management, IT Audit, IT controlling, Consulting etc.

Bachelor of Engineering: Computer Science Engineering 09/2005 - 05/2009

Jawaharlal Nehru Technological University- Hyderabad

**Areas of Expertise:**

C language, Advanced Data Structures, UNIX and Shell Programming, Software Engineering, Software testing methodologies, Operating systems, Computer Organization, Advanced computer Architecture, Mathematical foundation of computer science, Principles of Programming Languages, Data Base Management Systems, Object Oriented Programming, Microprocessors and Interfacing, Advanced English Communication, Computer Networks, Information Security, Data Warehousing and Data Mining, Software Project Management, Web Technologies, E-Commerce, Human Computer Interaction.

Accomplishment

Tech Smart Global Inc – Vienna, Austria 08/2018-06/2019

**Workday Consultant**

* Implementation and support of Core Confidential, On-boarding, Recruiting, Talent, Advanced Compensation, Benefits and Career Development modules of Workday.
* Manage the design, configuration and deployment of Workday security
* Initiated security assignments to new users, security user changes and user removals
* Able to help HRIS resolve domain security, data conversion, and reporting issues associated with the Workday application
* As a techno functional consultant, provided production support and maintenance for various HR applications.
* Provided design, configuration, and troubleshooting services (functional and technical) for Workday Human Capital Management solution.
* Responsibilities include support, analysis, Incident management, Service request management, and implementation across the core Workday HCM
* Extensive use new integration to pull the new hires information using Core Connector Worker and Document Transformation which uses connector integration XML Output as its data source input.
* Worked with Core HR and Talent Management modules on planned activities and coordinate across offshore teams, tasks, issues and risks of functional process
* Worked on the creation of benefit plans, supervisory organizations, job profiles, and job families.
* Provided troubleshooting support for functional and technical production issues, coordinated with Workday using their case management system.
* Manage the end-user-facing HR Applications services (including support and training), coordinate with the vendors and development teams as well as other service managers.
* Assist the integration consulting team in helping to configure and test integrations between Workday and third party/custom solutions. Automate processes where possible.

SysMinds IT Solutions 04/2017 – 07/2018

**HRIS Analyst**

* Configuring Workday for business processes such as HCM, Benefits, Payroll, Compensation, Performance Management and Absence Management.
* Serve as compensation consultant for Workday Advanced Comp Implementation, ensuring the solution is designed holistically across modules.
* Provided functional expertise for HR system issues and resolution with end users
* Launched annual Merit and bonus process.
* Launched and managed Performance reviews and talent matrix calibration process for global operations.
* Built reports in different functional areas such as Benefits, Payroll, Compensation, Absence Management and Recruiting.
* Provided Pre and Post Production support for Recruiting and post production support for other HCM modules like Payroll, Absence Management, Benefits etc.
* Implemented Workflow for Core HR, Compensation, and Position and Profile management functionality.
* Interact with Business analysts and end users to clarify requirements and use cases.
* Built and managed integrations using Calculated Fields, EIB, Document Transformation, Workday Connector, XML, API and Web Services technologies.
* Performed Unit Testing and supported System Testing and User Acceptance Testing.
* Day to day support of Workday HCM, Security, Compensation and Reporting issues.
* Maintenance of Workday security - creating security groups, adding and removing users from security groups.
* Created test scenarios for testing all in scope many Business Processes like Hire, Job Change, Promote, Transfer, Terminate, Compensation changes, Employee Self Service process, Manager Self-service processes, etc.
* Helped the HR business team in understanding/ building custom reports and participated in knowledge transfer sessions with HR partners.
* Provided production support, including researching and resolving HRMS problems, unexpected results or process flaws; performing scheduled activities; recommending solutions or alternate methods to meet requirements.
* Tracking and reporting of alerts, ticket volumes, and SLA adherence. Responsible for creating and managing bi-weekly HR ticket metrics.
* Leveraging business knowledge, best practices, and expertise to identify opportunities for process improvements and helping to define both short-term and long-term product strategies.

Seriously Trademarks, Sydney, New South Wales 09/2016 - 03/2017

CRM Business Analyst –

* Worked with team members to define project scope and business requirement specifications, to investigate, test and develop solutions and workarounds.
* Involved in creating Test Plans, Test Cases and User Acceptance Testing.
* Created functional specification and detailed test scripts for UAT providing business approval.
* Help design, document and maintain system processes.
* Performed UAT testing of both existing and modified functionalities to ensure performance; informed clients of progress or issues.
* Involved in documentation of application requirements, test cases, user guides and manuals

United Nations Industrial Development Organization, Vienna, Austria 10/2015 - 12/2015

SAP Support Analyst

* Usage of the UNIDO ticketing system (OTRS) including ticket administration and assignment and solving Level 1 tickets.
* Creating of Ticket statistics and reports for SAL and KPI management.
* Coordination of ticket assigning and processing with UNIDO's external SAP support provider.
* Basic SAP knowledge in the area of Roles, Authorization and Account creation, SAP e-Recruiting, Travel and Leave requests and approval workflow.
* Experience in working as end-user in SAP R and 3 Applications- Organizational Management, Personnel & Administration and Travel management module.
* Responsible for the investigation and resolution of problems on a day-to-day basis.

International Atomic Energy Agency, IAEA – Austria 09/2014 - 09/2015

ERP Support Analyst

* Maintain HR & Payroll setup document.
* Maintain HR & Payroll status dashboard (Statistics of service requests, statuses, necessary follow-ups and escalation).
* Handling user training issues, monitor, and incident aging and notifying support admins with the status.
* Carrying out manual data entry in HR and Payroll modules for transactions for which ready conversion script is not available.
* Applying the data fixes for conversion/user entry errors.
* Maintaining, Monitoring and Updating Plateau 3 Service Delivery Dashboard on daily and weekly basis.
* Preparing reports for Daily Functional and Weekly Status Meeting.
* Managing Queue Management (Agent Dashboard) - Assigning them to corresponding owners based on the Group, Product & Issue Type (ASU HR, Payroll & Taleo).
* Maintain and updating of Resource Calendar Dashboard of functional consultants.
* Creating Service requests in HR/Finance queue.
* Day to day coordination between ASU (AIPS Support Unit) and business.
* Providing helping hand for functional configurations and setups.
* Payroll reconciliation for Payroll Parallel runs.
* Reconciliation at element and payroll period level.
* Responsible for gathering and analyzing data during a business process and submitting a report to management.
* Assist Functional team in Business Requirement Specification for HR and Travel Management.
* Resolved issues related to Core HR, Self-Service, Workflows, and Training.

Right angle Solutions India Pvt Ltd- India 09/2009 - 10/2012

SAP Support Consultant

* Managing SAP Incident Queue and assigning support tickets to other support team members based on expertise and knowledge level.
* (Payroll, HR).
* Recording issues and incidents in tracking tool, and follows through to resolution.
* Assisting in the development of requirements and specifications.
* Documentation of End User Training Manuals and configuration guides.
* Responsible for handling the tickets and issues related to HR.
* Attending weekly meeting and analyzing pending issues.
* Responsible for the investigation and resolution of problems on a day-to-day basis.
* Resolved issues related to Core HR and Training.
* Providing helping hand for functional configurations and setups.
* Involved in preparing release notes for your transports - incidents service request & change request.
* Involved in functional specifications for new requirements & preparing blueprint for any projects.
* Initiate problem management processes to identify cause of service failures and implement remedies or preventative measures to resolve service issues and maximize service availability.

Languages

**English** Fluent