

LEAD HCM VANTAGE HR SERVICE CONSULTANT III

Summary

An energetic driven professional with a positive outlook seeking a challenging position as a Client Service Manager working with innovative Human Capital Management solutions.

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Extensive client facing technical support and collaboration using HCM Core products with a focus in Human Resources as well as other pillars in Recruiting, Payroll, Benefits, Compliance and Time and Labor.

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Lead HCM Consultant III assisting primary client HRIS Administrator's to optimize system functionality via automation to meet federal or state compliance requirements.

Build strong client relationships for high profile clients with book of business in annual sales of 5.4 million dollars and expedite resolutions.

Â Experience with System data integration and life cycle to include design, configuration, development, integration, testing, and migration phases.

Collaborate with Product Development weekly to review 40 plus product enhancements and new product features.

Work with team leads to communicate upcoming product development and provide technical coaching to associates.

Highlights

- Experience supporting various ADP HR Payroll Products:Â HCM Vantage, Payforce, Enterprise, HR Anytime,
- Proficient in the use of PeopleSoft Products: E- Builder development tools, Ecode, and SQL/ SQR languages.
- Other ADP products: ADP Netsecure, Iproducts, Ebuilder, ECode, SQR, HWSE configuration tools, Cognos Reporting, ETime exports, Data Mover, Process Scheduler, Import Utility, Workflow, Component Interface, Messaging and developing/ modifying reports using SQR Programming Language.
- Experience utilizing Oracle8i, and SQL Server Database Management Applications. Functional and Technical Experience using PeopleSoft Tools 8.4.Â Experience using Project Management software.

Experience

Lead HCM Vantage HR Service Consultant III 04/2013 to Current

Ipsos Corp Princeton , NJ

- Client facing role acting as a liaison between the client and ADP partners or divisions.
- Partner and collaborate with clients and understand their business processes and requirements for product development, issue resolution, and product enhancement.
- Servicing client's at go-live phase and collaborating with Implementation with evolution of the full life cycle from requirements through go-live.
- Perform configuration Migration Reviews prior to go-live dates and communicate to Implementation for re-engineering of setup.
- Collaborate with clients to manage complex functional activities including system design or setup, requirements, product management, integration, testing, training, and projects.
- Assist client with Third Party vendors, internal consultants, meeting compliance requirements and guiding client associates with the utilization of application functionality.
- Recommend options for enhancing business processes or requirements and establishing best practices.
- Train or Mentor associates to use various ADP products and identify developmental needs.
- Serve as a technical resource and guidance to team members to reach resolution or escalation involving various client issues.
- Attend client status meetings, monitor and provide feedback to Mentee on client interactions.
- Evaluate calls and provide guidance or direction.
- Lead or Facilitate Bi-weekly HR work stream calls and present or coordinate booster training sessions as needed.
- Primary support for HR HCM product and various other ADP products such as Recruitment Management, Virtual Edge, e-19, E-verify, SASS, Health & Welfare Service Engine, eTime, iProducts, IReports, Adhoc Reporting, General Ledger, Security Management, IPay statements, Lunin, Siebel, One ADP, Talent Products, ILearn, and Universal Imports or Third Party imports.
- Special Assignments - Participate in Vantage Collaboration Meetings with Development, Vantage Readiness meetings, Participate in all Vantage Collaboration Documentation committee meetings.
- HCM Vantage Moderator monitoring "The Bridge" site.
- Responsible for addressing all forum inquiries related to Vantage.
- Assist with client retention with assigned clients.
- Attended MOTM 2015 meeting as SME and provided clients with HCM Vantage production information.
- Individual Career Development Plan - October 2015 Attended local Sales lead with City of El Paso Systems Analysis Meeting with Tom Neve from Sales and Dr.
- Mark Sutter, CFO.
- Networked and brainstormed with Sales team and provided strategic ideas to present to client that match ADP solutions with client business processes.
- Address all client product questions related to HCM Vantage.
- Big Win for ADP with new HCM government business acquired.
- Manage Functional and Technical client facing issues using ADP HR Enterprise version 5.03, Payforce, HR Anytime, ADP Portal, Netsecure, I-products and other HR payroll related ADP interface, tools, and applications for support of the following: All Panels Security Access - Security Administration, Payroll, Benefits, Compliance, Compensation, Position Management, System Administration, Check Mate, Cobra, Import Utility, Payroll, Position Management, Process Scheduler, Process Monitor, E-Builder, E-Code, and ADP Reporting.

- Manage client facing issues related to other ADP applications Netsecure, Portal, I-Products and ADPR Reporting.
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- Communicate directly with clients via phone, email and/or remote diagnostic tools to resolve these issues.
- Use judgment and escalate unresolvable or concerning issues to a higher level support Tier 3 or to management as appropriate.
- Develop and maintain effective verbal and written communication with all parties.
- Respond professionally and timely to client incoming phone calls, web inquiries, emails and/or faxes.
- Handle client requests relating to products or services ranging from routine inquiries and basic application navigation to complex problems and difficult troubleshooting issues.
- Collaborate with client on urgent payroll transmittal issues to expedite/troubleshoot to reach prompt resolution to issues pertaining to user security, pay group access, paygroup transmittal errors, data import errors, pay data entry, Ded Calc errors, PFT errors, checkmate errors, rapid pay errors, benefit/general deduction errors, DBload, Purge, and process monitor errors.
- Monitor open client issues until successful completion.
- Service Projects - manage client facing setup and configurations such as Benefit programs, plans, rate schedules, calculations, and auto-pay translation deduction setup.
- Maintain appropriate records of client contact through the CRM (ie. Siebel).
- Use the various knowledge bases, resource materials and appropriate websites to locate answers and solutions for issues.
- Recommend software enhancements or product features and identifies client training opportunities if applicable.
- Provide feedback and suggestions on products, issues, processes and procedures to enhance efficiency and continuous improvement.
- Develop and apply Oracle SQL statements in Production to resolve functional and technical system issues.
- Generate SQL trace files and interpret for issue resolution related to SQL statements/Ecode.
- Interpret E-builder - modify or recommend changes to build fields, records, panels, and ecode.
- Read, interpret, modify or recommend changes to SQR programs for issue resolution.
- Test and provide documentation for system and related interfaces.
- Make test material/plan to validate development and modification of code.
- Carry out testing according to the test standards and procedures.
- Document all change and enhancement.
- Review test results and present for signoff.
- Examine systems applications issues, problems, improvements and present options for resolution.
- Prepare the documents for internal design according to the department standards and business requirements.
- Manage priority case tracking for all client cases submitted related to reported technical issues.
- Report development using ADP Reporting, Query, and SQR.
- Collaborate with team members and client staff to resolve system issues and meet client expectations.

Implementation Consultant-Configuration Analyst 08/2008 to 06/2011

ADP - Automated Data Processing

- Full life cycle Health and Welfare implementations from requirements through go-live. Performed configuration Migration Reviews. Health and Welfare Service Engine: Designed, configured and tested PeopleSoft Benefit Administration Processes per client specifications contained in Discovery Notebook for On-going service requirements. Configured Benefits Annual Enrollment needs interfaced with various ADP HR applications such as Peoplesoft HRMS, Enterprise and Pay force. Troubleshoot on-going HWSE system issues. Assist with client change control authorization/change requirements authorization forms to specify scope of work, business requirements, and risks. Collaborate with team members and client to resolve system issues and meet client expectations. Manage and perform unit testing, system integration testing and generate all exports such as payroll, carrier, and cobra exports. Load client data, document, and perform unit testing scenarios/quality assurance. Knowledge of data warehouse reporting environments. Generate reports, analyze, and interpret data. Experience with Enterprise PeopleSoft report development, specifically using SQR, XML and ADP Reporting.

Financial Systems Coordinator/Administrator 03/2008 to 06/2008

Financial Services Department

- Functional and Technical experience using Peoplesoft Financials SCM/ERP 8.4 and Peoplesoft HRMS interfaces and all modules.

Programmer Analyst 06/2004 to 03/2007

Information Technology Department

- Experience writing XML Publisher, Crystal, N Vision, and SQRs.
- Peoplesoft 8.4 Security Administrator for all roles.
- Setup all GL Interface setup tables such as Chart field Combo Edit, Chartfield Tree Structure, Account Code transaction table, Combo code table, GL activities group, GL Expense setup for Earning, Deduction and Tax.
- Manage priority tracking for all projects and functional and technical issues.
- Develop queries for all financial reporting requirements.
- Experience in data warehousing and reporting environments.
- Collaborate with Information Technology personnel for business requirements and resolve all system issues.
- Project implementation of various projects with Asset Management and Projects modules involving scope of work, business process, testing and quality assurance, user training, and module maintenance.
- Collaborate and partner with various City departments to define project plans, scope of work, design, development, acceptance testing,

implementation and training for all projects.

- Facilitate user meetings, work sessions or functional expert-end user interviews for business process design and requirements.
- Perform Unit Testing and System Integration testing of applicable changes.
- Develop acceptance test matrix scenarios and responsible for quality assurance.
- Review user test matrix recommendations for further modifications and optimize business requirements.
- Supervised functional maintenance and processes of Peoplesoft Financials GL Module End of Year and End of Month Closing Business Processes.
- Perform security audits for all roles and maintain PS Security query.
- Serve as department liaison on various assigned projects with Information Technology Department.
- Facilitate project implementation and end user training.
- Research and evaluate business requirements for recommendation of all proposed Third Party systems software as well as facilitate demonstrations.
- Oversee and recommend systems applications and technical requirements.
- Assist users with troubleshooting functional and technical system issues.
- Research and develop SQL statements to resolve functional and technical system issues.
- Generate system reports, analyze, and interpret data to facilitate financial operations.
- Facilitate functional user training with Peoplesoft Modules.
- Supervise assigned personnel, coordinate training, and complete performance appraisals.
- Oracle/Peoplesoft Financials 8.4.
- Maintain Peoplesoft Financials Software Application.
- Provide functional/ technical support with Accts Payable, Accts Receivable, Banking/Treasury, Budgets/Commitment Control, General Ledger, Purchasing, and Projects Modules.
- Analyze and resolve production issues in PS Financials Application.
- Manage implementation of various projects with Asset Management and Projects modules involving scope of work, business process, testing and quality assurance, user training, and module maintenance.
- Assist with maintaining PS Financials Security Profiles.
- Primary liaison between system functional users to ensure effective system operations.
- Meeting Facilitator for Peoplesoft Super-User Meetings.
- Provide module training and support to end-users.
- Train designated users to develop/run queries.
- Document processes and maintain documentation records.
- Develop and migrate business financial reporting for various modules using Crystal Reports 9.0 or SQR for Peoplesoft.
- Modify and maintain NVision Reports.
- Perform Peoplesoft user installations such as Peoplesoft Tools 8.44 Two-Tier, Crystal Reports, and other applications utilizing SQL Server.
- Design, develop, modify, document, and maintain records, fields, components, panels, etc.
- utilizing Peoplesoft Application Designer (People Tools 8.44).
- Query development utilizing Peoplesoft Application Designer(People Tools), SQL statements, SQL plus, Toad, and Oracle.
- Evaluate business dataflow design, ERD, system architecture and program design specifications.
- Write SQL statements to address issues/errors in Peoplesoft Production.
- Train users on functionality of Peoplesoft Modules, troubleshooting errors, and Query Development.
- Write, Modify, and Code SQR programs.
- Develop, test and migrate customized reports using SQR computer Language.
- Identify, test and apply system upgrades, patches, as required to resolve system issues.
- Collaborate with IT staff to manage Peoplesoft application project plans, system upgrades, and departmental long-term goal milestones.

Education

Bachelor of Business Administration : Computer Information Systems May 2002 University of Texas City , State Computer Information Systems Paso - Alternative Teacher Certification - Career and Technology Certification Program 2002-2004. University of Texas

Skills

• Experience supporting various ADP HR Payroll Products: HCM Vantage, Pay force, Enterprise, HR Anytime

• Proficient in the use of PeopleSoft Products:• E- Builder development tools, Ecode, and SQL/ SQR languages

• Other products: ADP Netsecure, Iproducts, Ebuilder, ECode, SQR, HWSE configuration tools, Cognos Reporting, ETime exports People Tools 2- Tier 8.44, Application Designer, Query, ADP Reporting, Crystal Reports 9.0, Toad, Peoplesoft SQL Trace, PS Nvision, PS Tree Manager, Data Mover, Process Scheduler, Import Utility, Workflow, Component Interface, Messaging and developing/ modifying reports using SQR Programming Language

• Experience utilizing Oracle8i, and SQL Server Database Management Applications. •