

Resume

Name : MAYUR RAVINDRA BEZALWAR

EDUCATION

Title of the Degree with Branch BACHELOR DEGREE	College/University	Year of Passing
	Shri Ramdeobaba Kamla Nehru Engg. College (S.R.K.N.E.C), RSTM Nagpur University.	2006
XII	Hadas Junior College, Nagpur.	2002
X	Rajendra High School, Nagpur.	2000

OTHER SOFTWARE COURSES / CERTIFICATION COMPLETED THROUGH COGNIZANT ACADEMY:

No	Name of Institution	Certificate	Year of Completion
1	Life Office Management Association (LOMA)	SRI 111 – Retirement Fundamentals	2021

TECHNICAL SKILLS

Hardware	Pentium based PC
Operating System	Windows 10/7/XP
Programming Languages	SQL, C, C++, PeopleCode, PS Query
Databases & Tools	Oracle SQL developer, IBM DB2, Toad and SQL server 2000, PeopleSoft 8.9,9.0,9.1 HCM, PeopleTools 8.49, 8.50 and 8.54, Application Designer, Integration Broker, Application Engine, Component Interface, PS Security, Application package, File Layout, Process Scheduler, Data Mover, STAT, DTS Packages, Workflow and Splunk
Other Utilities	Autosys, CatchPoint monitoring, JIRA, Postman, UNIX scripting, SOAP UI, Cognizant 2.0, Enterprise Business Accelerator, SQR, Crystal Reports
Location	Charlotte, NC

Summary

Mayur R. Bezalwar has 15 years of experience in the field of information technology with Cognizant. He is currently working as systems analyst and is involved in business requirements and functional requirements gathering, which involves reviewing the set-up, configuration of new retirement contract and operating methodologies of onboarding clients in retirement domain. He meets and coordinates with internal stakeholders to establish project scope, system goals, and requirements. He documents required business processes and trainings as needed. He is coordinating the execution of testing various onboarding input files. He monitors systems health, gather system statistics, and troubleshoot reported errors. He helps resolve user issues (faced through unified desktop app), and advise management about systems innovations to improve productivity. He helps raising application access for new team members and troubleshoot issues as they arise. In addition to this, as a senior consultant ERP, he has experience in analysis, development, enhancements, upgrade, data conversion, maintenance, tuning and support of PeopleSoft (ERP product). This includes functional as well as technical exposure in PeopleSoft HCM 8.9, 9.0, 9.1. He has significant knowledge in business process of Core-HR, Self-Service, Manager Self-

Service, Performance management, workforce administration, workforce development, competency management, recruitment, and interfaces. His key strengths include ability to learn on the job, teamwork, communication and interpersonal skills. He is a contributor in fit/gap analysis, and expert in preparation of functional and technical design document, test plans and job aid to meet project specific standards. He demonstrated his ability to effectively work independently and collaboratively to accomplish assignments with minimal supervision.

EMPLOYMENT HISTORY:

Name of the Company	Designation	Address of the Employer	From	To	Duration (Years)
Cognizant Technology Solutions	Senior Consultant-ERP	8520 Cliff Cameron Dr, Charlotte, NC 28269	July 2016	Till date	5.3 years
Cognizant Technology Solutions	Consultant-ERP	300 Frank W Burr Blvd, Teaneck, NJ 07666	May 2010	Jun 2016	6.2 years
Cognizant Technology Solutions	Technical Analyst-ERP	ICC Trade Tower, Senapati Bapat Rd, Shivajinagar, Pune, Maharashtra 411016, India	Aug 2007	April 2010	2.7 years
Cognizant Technology Solutions	Programmer Analyst	38/39 Circular Building 1& 2nd Floor, Whites Road, Royapettah, Chennai - 600014 Tamil Nadu, India	May 2007	Aug 2007	0.3 years
Cognizant Technology Solutions	Programmer Analyst Trainee	38/39 Circular Building 1& 2nd Floor, Whites Road, Royapettah, Chennai - 600014 Tamil Nadu, India	Dec 2006	May 2007	0.4 years

PROJECT PROFILE:

Project Title	TIAA-MVAS Engagement
Duration	03/26/2018 – till date
Location	Charlotte, NC
Hardware	Pentium based PC
Operating Systems	Windows 10
Programming Languages	SQL

PROJECT DESCRIPTION:

TIAA-MVAS Engagement project is to support the enhancements and development of the suite of applications (MVAS, STAC, OSS, EAS) within TIAA's payroll system which is an integral part of their retirement record-keeping systems. The project handles institutions to whom TIAA provides services through its products called MVAS and OSS. It involves complete technical support for the services offered by these products. The project requires technical understanding of various other products that work hand in hand with MVAS and OSS such as OMNI, MDM etc. The primary purpose of the MVAS and OSS product is to handle the remittance file processing which includes contribution processing and census data processing from the institute and divert it accordingly to the respective vendor. The product supports remittance processing for plan type like 403(B), 401(K), 457(B), 457(F). OSS is expected to replace MVAS as it has better performance capability but is currently unstable and doesn't support customization like MVAS.

CLIENT DESCRIPTION:

The Teachers Insurance and Annuity Association of America (TIAA), is a Fortune 100 financial services organization that is the leading provider of financial services in the academic, research, medical, cultural and governmental fields. TIAA serves over 5 million active and retired employees participating at more than 15,000 institutions and has \$1 trillion in combined assets under management with holdings in more than 50 countries. Much of TIAA operates on a not-for-profit basis, with surplus returned to participants. TIAA is headquartered in New York City in the United States and has major offices in Denver, Colorado; Charlotte, North Carolina; and Dallas, Texas; as well as seventy local offices throughout the United States.

ROLES AND RESPONSIBILITIES:

He is participating in business requirements and functional requirements gathering, which involves a review of existing system configurations and operating methodologies as well as understanding evolving business needs. He is reviewing for new retirement contract set up, client onboarding data set up, stability on clients multi-Vendor onboarding processing application and audit data processing through record keeping platform. He is utilizing Cognizant's ASSERT AVM model to evaluate maturity of the remittance platform file processing application, identifying gaps and working on new initiatives such as researching recurring problems and investigate long term solutions to architectural and design issues. He is making sure from all application environment standpoint that application is ready to onboard a new client into production environment without impacting existing upstream or downstream applications. He is also validating if anything is missed in the client setup/configuration and does subject matter review of CRD/Gold copy document to find if anything is missed out. He is testing various onboarding input files (full load, delta or feedback files) from clients in pre-production (PRODFIX) environment. He tests initial Census & Remittance and Feedback files of all frequencies in pre-production environment before proceeding to production. He is understanding and resolving application and technical issues faced during regression testing and monitoring the status. Issue may be defect, gap, setup issue or client file issue. He is utilizing Cognizant's Service Dart tool to track efforts applied on analyzing, resolving and fixing issues. He is actively addressing incidents/ requests and providing comprehensive support when the client is in Warranty. He also works on data repair activities. He prepares scripts for correcting data in Oracle DB for Multi-Institutions data processes with standard incident tickets. He runs pipelines using Electric flow tool with OCC team support and shares log results with users after DTR completion. He is using Enterprise Business Accelerator tool to record innovation and automation ideas which are directly related to Cognizant Business and Technology units. He is working on a contract basis of 40 hours per week.

DURATION OF THE PROJECT: 3 years 11 months

Project Title	CareFirst-CSEP
Duration	09/06/2017 – 10/05/2017
Location	Owings Mills, MD
Hardware	Pentium based PC
Operating Systems	Windows 7
Programming Languages	Peoplecode, SQL

PROJECT DESCRIPTION:

CareFirst uses PeopleSoft 9.2 for HCM and ELM covering across the core modules HR, Base Benefits, Benefits Administration, TAM/CG, NA Payroll, Time & Labor and self-service modules.

CLIENT DESCRIPTION:

CareFirst BCBS is a not-for-profit, non-stock health services company. CareFirst is the largest health care insurer and offers a comprehensive portfolio of products and administrative services to individuals and groups in Maryland, the District of Columbia and portions of northern Virginia.

ROLES AND RESPONSIBILITIES:

He was interacting with business users to capture project specific requirements, provide solutions/suggestions and conduct meetings. He was involved in creating PeopleSoft Functional and

Technical design documents to capture the business requirements. He was developing components, pages, peoplecode and application engine based on the technical design. He was preparing unit test case scenarios, test data and performing code validation to identify gaps in code. He was coordinating with offshore team by carrying out day to day offshore calls, assigning tasks/activities to offshore and conducting Handover calls. He was enhancing PeopleSoft pages to support mobile devices using PeopleSoft Fluid Technology. He was preparing one time SQL scripts for resolving the data issues in Initial pass and test pass. He was providing support to business users during User Acceptance testing and post production support. He was creating weekly reports on the upgrade activity and share with business users/clients.

DURATION OF THE PROJECT: 1 month

Project Title	Honeywell CAESS
Duration	01/02/2014- 07/31/2017
Location	Morris Plains, NJ
Hardware	Pentium based PC
Operating Systems	Windows 7
Programming Languages	PeopleCode, SQL

PROJECT DESCRIPTION:

The Project goal is to provide ongoing support for the Business and End Users of the PeopleSoft Application at Honeywell. The purpose of the Production Support team is to ensure smooth functioning of PeopleSoft app and also by doing the necessary enhancements for improving the efficiency of the application.

CLIENT DESCRIPTION:

Honeywell International, Inc. is an American multinational company that produces a variety of commercial and consumer products, engineering services, and aerospace systems for a wide variety of customers, from private consumers to major corporations and governments. Honeywell is a Fortune 100 company; in 2012 it was listed as 77th in the Fortune 500 America's ranking. The company is headquartered in Morris Plains, New Jersey.

ROLES AND RESPONSIBILITIES:

He was working with Honeywell HR applications [Employee and Manager Self Service, Performance Management, Profile Management and Workforce Administration] by sharing his expertise (around 3.5 years with Honeywell). He was interacting with business users to understand their current system, capture project specific requirements, provide solutions/suggestions, conduct meetings, assign tasks/activities to offshore, carry out day to day offshore calls, prepare project plans and timelines. He was gathering requirements, assessing, designing, developing, implementing and supporting SIT & UAT for enhancements. He was resolving critical production support tickets, actively participating in calls to fix issues, engaging other application/infrastructure related teams. He was identifying issues and reporting root cause (RCA) for production support incidents, maintaining the SLA. For HPD, he has been through the Mid-Year cycle (2014 - 2017), Goals (2015 - 2017), PDS (2014 - 2016) (Performance Development and Summary) cycle incidents/requests/inquiries/minor enhancements/monitoring. He was involved in doing enhancements (with efforts less than 80 hours). He has the detailed cycle knowledge in HPD. He provided weekend support for the outages. Technical validations after migration, system health checkup and posting/removing outage messages for HPD are some of the weekend tasks. In case if the application owner was on leave or not available, he also interacted with business users for any queries/issues. Updating documents such as Goals, Midyear metrics report, updating weekly tickets report were also involved. For Core HR 9.1, he worked on resolving issues/ incidents/ process/ failures/ tickets/ inquiries/ enhancements, coordinated with vendors for resolving interface issues and provided adhoc file/report requests. He coordinated with Honeywell Move IT team to fix issues related to file transfer issues. Apart from regular day to day tickets resolution, he was involved in regularly updating all the required documents, SOP, Cut over plan, Weekly metrics and sustainment deck in SharePoint. He was providing on call support on a daily basis where all high priority tickets including nightly batch job failures were

handled. He was working with change management team in handling change management requests and engaging other relevant teams to perform their tasks. He was providing ongoing maintenance support for the applications as per agreed SLA and quality standards. He was working with Cognizant and Honeywell PM to create and maintain Project Plan for all task associated. He was participating in knowledge management activities. He always extended his support for any major issues in the project and ensures smooth cut-over. He has 100% utilization by engaging himself in helping the clients.

DURATION OF THE PROJECT: 3 years 7 months

Project Title	IR PS HCM New Security
Duration	05/05/2013- 12/31/2013
Location	Davidson, NC
Hardware	Pentium based PC
Operating Systems	Windows 7
Programming Languages	PeopleCode, SQL

PROJECT DESCRIPTION:

Project-HR Spin-Off: Ingersoll Rand created a new company called 'Allegion' and eight thousand employees belonging to this new company would have to be converted to new organizational structure(new business units, departments, pay groups, benefit programs and email addresses). There are more than 85 interfaces of Ingersoll Rand which have to be analyzed, modified and tested to accommodate new company.

CLIENT DESCRIPTION:

Ingersoll Rand is a \$17 billion global diversified industrial company driven by a 100 year old tradition of technological innovation. Ingersoll Rand acquired Trane in 2008. Their core area of operations include Air conditioning System and services (Trane & American Standard Heating and Air-condition), Climate Control Technologies, Industrial technologies (Products include compressed air systems, power tools, Club Car (utility vehicle for golf courses)), Security technologies (Schlage – Market leader in electronic and biometric access systems).

ROLES AND RESPONSIBILITIES:

He performed Conversion architect role for Project Allegion. He was involved in designing configurations setting up new Allegion Company. He was involved in analyzing current company structure in PeopleSoft and accordingly making changes to the current interfaces. He made changes to 11 interfaces to accommodate company change. He has developed Conversion tool that can be used to data for US, Canada and other global countries. He was responsible for configurations and conversions involved in 3 different 10/1/13, 11/14/13 and 12/1/13 Go-Lives. He didn't get single escalation from the auditor for missing the standards. With his expertise in Data conversion he also supports Integration team for Field mapping and derive File layouts for external vendors. He coordinated with IR and Cognizant Web Method offshore resources to help completing the Integrations build. He also extended his support to resolve UAT defects assigned to him as part of Interfaces and conversions. He coordinated with Payroll, Benefits and Transaction services team and provided relevant support to them for any critical issues. He delivered all the developments without slippage of timing in Ingersoll rand by following IR standards. He received good appreciation for Zero Defect Delivery in Allegion conversion project. He provided technical Knowledge transfer for to the IR Business support team.

DURATION OF THE PROJECT: 8 months

Project Title	WellPoint CorpApps SSCR/Proj.
Duration	01/07/2013-04/02/2013
Location	Lake Hiawatha, NJ
Hardware	Pentium based PC
Operating Systems	Windows 7
Programming Languages	PeopleCode, SQL

PROJECT DESCRIPTION:

The Project goal is to make enhancements for the business and end users of the PeopleSoft application at WellPoint. The purpose of the enhancement team is to ensure smooth functioning by doing the necessary enhancements for improving the efficiency of the application.

CLIENT DESCRIPTION:

WellPoint, Inc. Is the nation's leading and largest health benefits company in the United States. Through its network nationwide, the company delivers a number of leading health benefit solutions through various health care plans and related services, along with a wide range of specialty products such as life and disability insurance benefits, dental, vision, as well as long term care insurance and FSA. Headquartered in Indianapolis, Indiana, WellPoint, Inc. is an independent licensee of the Blue Cross and Blue Shield Association serving members within various states in USA.

ROLES AND RESPONSIBILITIES:

He participated & collected requirement through sessions with Business users. He created design specifications based on the requirements. He coordinated with offshore team for build, unit testing. He performed code review, SIT, UAT coordination. He worked with business users to obtain UAT sign-off. He worked with different internal teams on object migrations to Production.

DURATION OF THE PROJECT: 3 months

Project Title	Novartis PSFT - HR Core
Duration	05/01/2012-01/01/2013
Location	East Hanover, NJ
Hardware	Pentium based PC
Operating Systems	Windows 7
Programming Languages	PeopleCode, SQL

PROJECT DESCRIPTION:

The project goal is to provide ongoing support for the business and end users of the PeopleSoft Application at Novartis. The project also involved data conversion and migration from PeopleSoft to SAP.

CLIENT DESCRIPTION:

Novartis Pharmaceuticals Corporation researches, develops, manufacturers and markets leading Innovative prescription drugs used to treat a number of diseases and conditions. The company's mission is to improve people's lives by pioneering novel healthcare solutions. Located in East Hanover, New Jersey, Novartis is an affiliate of Novartis AG (NYSE: NVS). Headquartered in Basel, Switzerland, Novartis Group companies employ approximately 81,400 people and operate in over 140 countries around the world.

ROLES AND RESPONSIBILITIES:

While working on this project from Onsite, he was responsible for understanding the current PeopleSoft (PS) application. He was preparing field mapping document for PeopleSoft fields to map with SAP fields. It required analyzing the data maintained in Current system compared to SAP. He was responsible to provide data dumps in excel format using TOAD. In addition to this he also provided files for special logic involving Leaves, Terminations and Expatriations. The file count was around 50 and three rounds of test migration load happened within the given time frame. Status was reported each week by every division in the weekly call. The purpose was to migrate refined data by understanding each field in PS and SAP. It involved combination of direct and indirect mapping. Also, data is not maintained in one system. Issues were logged in Issues log which was updated after each load to avoid issues in future data load. Data migration POC used to provide with overview files from SAP to perform validations with source data. He created master query which brings the fields which were used for migration and he used it to validate with SAP data. In the final round of data migration, he was involved in rigorous validation process (1.5 weeks)

and only few issues were found which can be fixed manually. The same were tracked in the manual log which will be used for data entry in SAP.

DURATION OF THE PROJECT: 8 months

Project Title	PeopleSoft Compass HCM AVM
Duration	04/04/2007-03/14/2012
Location	Pune, India
Hardware	Pentium based PC
Operating Systems	Windows XP
Programming Languages	PeopleCode, SQL

PROJECT DESCRIPTION:

Cognizant did a full-fledged implementation of PeopleSoft HCM 8.9 modules that is globally used by approximately 1.5 lakh Self-Service users. The objective of the system is to automate all the business processes like Recruitment, Administer Workforce, Resource Management, Payroll and Benefits administration. The project also involves customization of PeopleSoft delivered pages, components and SQR's, both in functional and as well as in technical capacities.

CLIENT DESCRIPTION:

Cognizant Technology Solutions, New Jersey Founded in 1994 as a division of Dun & Bradstreet Corporation, began doing large-scale full lifecycle software projects. Cognizant provides e-business solutions and application management services to a number of Fortune 500 and Blue Chip companies in the US and Europe. Cognizant specializes in delivering high-quality, cost-advantageous solutions for businesses with intensive information processing needs. This background has helped Cognizant to build a model capable of delivering 24x7 project management, backed by a world class R&D organization that helps clients manage through rapid changes in technology. Cognizant unique value proposition of better, faster, and less expensive development and management is compelling to many clients in the US and Europe, most of whom regard Cognizant as a long-term partner helping them to achieve their business objectives. Cognizant's core competencies include ERP, CRM, legacy and client/server systems, e-business applications, data warehousing and component-based development. The healthcare, financial, retail, manufacturing, telecom and information services sectors of the economy are all areas in which Cognizant's onsite/offshore methodology has been deployed effectively.

ROLES AND RESPONSIBILITIES:

He was involved in requirement analysis, design, enhancements, maintenance, support, application, performance tuning, data migration, conversion, formatting and testing phase. He was responsible for developing and making enhancements, providing data in the interface between HCM and third party systems. These interfaces involved interaction with third party system users for making them understand the various types of data maintained in Core-HR. Integration with third party using IB and DTS Packages from HCM to almost 25 third party applications. He developed data mover scripts for importing and exporting data. These interfaces include Delete & Dump or Incremental logic during enhancements. He has developed a custom HCM-Tivoli Interface which is responsible for handling all the associate data changes to Tivoli system (TIM - Tivoli Identity Manager) which replicates the data in Outlook. He has modified resignation submission page for India associates to answer online questions. He created a bolt-on for Exit interview questions setup for all geographies in Workforce Administration module. He has developed the initiate supervisor change functionality in self-service. He was involved in implementation of competency management module. He has received "Going the Extra Mile" Award for the above Career Compass requirement for meeting deadline which was short and involved critical integration with third party. He has strong experience in delivered performance management module in Compass HCM 8.9. He was involved in customization and creating templates for various verticals based on user requirements. He was involved in launch of appraisals during Year-End 2010, Mid-year 2011, and Year-End 2011. He was involved in goal setting (2010, 11 & 12) and has ensured smooth completion. Also, many of the delivered components have been customized based on business requirements. He developed an Application Engine ASR (status report) for all associates who were eligible for appraisal

and sent to HRs & Talent Managers for their daily follow up with the Employees & Managers. He has worked with CRM team to get Sales data for displaying in performance document for Sales Managers & Account Executives for 2010-11 appraisal. He has provided support for Nov-11 promotion cycle and ensured smooth completion of the same. He has designed, developed and implemented new run control components, pages, process definitions, App Engine, SQR Processes & Reports, PS Queries as per user requirements. He is proficient in developing custom pages and records using application designer and peoplecode. He has created test scripts and test data for UAT and also performed peer code review. He was involved in migration of projects into the development, system test, UAT and production database environments by raising change requests and migrating objects through STAT migration tool. As part of Tools Upgrade, he was providing recommendation on how the delivered PeopleTools objects like Menu, Sign on People code, Branding People code, Permission list, Integration Broker that were customized and needed to be handled. He was taking care of all the technical activities that were performed as part of this Tools Upgrade (for all the modules). He was involved in analysis and retrofitting of Peoplecode for Tools upgrade. While working on Argentina roll-out from offshore, he developed custom reports catering to various business requirements which would be specifically be used for payroll purpose. He made use of tools like Application Engine to develop a batch process to trigger a consolidated mail reminder to the Argentina associates who fail to update their bank information in HCM. Integration Broker was used to develop real time PeopleSoft to PeopleSoft integration between HCM-ESA Applications to pass Bank details of Argentina associates to ESA using rowset based messaging.

DURATION OF THE PROJECT: 5 years

Personal Details

Date of Birth: 12 Aug 1984

Sex: Male

Nationality: Indian

Marital Status: Married

Present Address: 8407 Compatible Way Apt 107, Charlotte, NC-28262

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Email: mayur.rbz@gmail.com

I hereby assure all the information given above are true and correct to the best of my knowledge.

Mayur R. Bezalwar