**Ruth Shaw**

**PeopleSoft Functional/Systems Analyst**

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| **PROFESSIONAL SUMMARY** |

* 20 plus years of extensive experience in testing, implementation, and migration of various systems in the fields of Public Sector and Commercial Business with focus on providing customer complete solutions.
* 15 plus years of PeopleSoft experience in FIT GAP Analysis, Design, Development, Implementation, Conversions, Customization, Upgrades, and Workflow.
* Involved in ERP Application, Interfaces, and UAT, troubleshooting, W-2 and 1099 Processing and Production Support.
* PeopleSoft and Kronos Support and Upgrade Testing.
* Worked on the customization and migration of PeopleSoft in foremost used modules such as ESS, MSS, E-Performance Workforce Administration, Benefits, in addition to **Global and North American Payroll**, Time and Attendance and Position Management.
* Completed several SDLC implementations using various corporate models. Subject Matter Expert to Contractors and Clients on Enterprise Resource Planning issues.
* Worked closely with Project and Program managers on all phases of RICEFW objects for implementation of PeopleSoft 9.1 and 9.2 for HCM and Financials.
* **Software Skills:** GEMS, (PeopleSoft ver. 8.6 and higher) Oracle (Knowledge Center – Reporting) Oracle (UPK developing), Oracle SQL Developer, Oracle Data Mover,UTT, (Helpdesk Ticket Application) Summit, JIRA and HEAT ticketing system, Zephyr, Confluence, (GMS) TOAD, Quick Professional Test, ALM for Defect Management, PHIRE for testing and migration, Agile Management, CAPPS, EPIC, NFC, EmpowHR, WebTA, PeopleSoft, (ePerformance, Management Self Service, Competency Management and, eRecruiting) Siebel, TSA/HR Footprints for PPO Case Tracking PeopleLine, ADP, and ReportSmith, Ceridian, Software2000, Quickbooks, Genesys, Cyborg, Paychex, Visions, Datamatics, Great Plains, Kronos ver.6xx and 7.x Workforce Timekeeper and Cognos. MS Office 2007 thru current version including Excel, Word, MS Access, MS Project, and Visio.
* **Secret Security Clearance expires 2027**

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| **RELEVANT EXPERIENCE** |

**CDIT LLC, June 2021 to February 2022**

***Contractor – Peoplesoft Systems Analyst – US Navy***

* Payroll Analysis for Sprint Changes
* Smoke Test after each new Build has been installed
* Data Mining for Test environments
* Create Test Scripts as needed
* Functional Testing for UPK Development
* Creating SQL statements using Benthic SQL Developer
* Tracking and maintaining tickets in JIRA for Defects and Resolutions
* Set up Member Profiles as requested for testing and functionality
* Coordinate TEAMS engagements with Navy Personnel
* Document Procedures for NP2 Analysis Team
* **Secret Security Clearance expires 2027**

**SOSI, Inc June 2018 to June 2021**

***Contractor – Peoplesoft System Analyst – US Department of State***

* Payroll Stabilization since go live in February 2021
* Payroll Tester for IV&V Results and Failbacks
* Research Defects to resolution using various PS tools i.e. Data Mover, SQL Developer, etc.
* Research and development for Individual Retirement Reporting (IRR)
* GEMS Error reporting and resolution
* Documenting Policies and Procedures for QA Testing team
* Develop Test cases for QA and IV&V
* Creating SQL statements using Oracle SQL Developer
* Resolving HR and Payroll development issues before go-live
* Change Management for State Department staff (Training)
* **Secret Security Clearance expires 2027**

**Meridian Technologies, February 2018 to June 2018**

***Sub-Contractor – Sr. Test Engineer for the Integrated Personnel and Pay System–Army (IPPS-A)***

* Created detailed test plans
* Developed test scenarios and test scripts
* Traced requirements to test cases to ensure coverage for full system integration test
* Ensured functional and technical requirements are met through system testing, regression testing, performance testing, system interface testing, and security testing activities
* Designed, developed, and executed reusable test cases and procedures based on requirements relevant to automated test planning and creation using HP Quality Center/HP ALM
* Identifies, creates, and secures test data as necessary
* Performed functional administration, configuration, and utilization of testing tools
* Collected, tracked, and reported test metrics and briefed leadership on test status
* Embedded with the Payroll SCRUM Team and participated in SPRINT’s using Agile Fundamentals
* **PeopleSoft Global Payroll – 9.2**

**Northrop Grumman Inc, February 2016 to December 2017**

***WebTA HR Technical Systems Analyst (Contractor) – Department of Treasury/Department of Labor***

* WebTA is the Kronos Time and Labor application used for Federal Agencies
* Liaison between vendor and client (DOL) for T&L issues of Break fix and Defect resolution
* Maintained JIRA tickets and communicate issues and resolutions to both vendor and client
* Strong customer focus skills used to work with users on defining needs, addressing issues, and answering questions
* Ran daily imports and update re-imports
* Ran queries to resolved various Leave Balance issues
* Ad-hoc reporting was done as needed
* Client sessions to optimize upgrades and reduce errors
* Testing and QA for system enhancements and bug fixes
* Regression Testing for each upgrade
* Created testing scenarios and ran test scripts for all upgrades and defect resolution

**Veredus, Inc. 08/01/15 to 01/2016**

***Business Analyst I (Contractor) - Quintiles, Inc. Durham NC***

* PeopleSoft Financial Workflow Administrator- Resolved routing issues for Financial Analyst.
* UPK developer for E-Procurement training materials.
* User profile mapping for upgrade.
* Monitor and resolved SharePoint items returned from Purchasing in Payment Request Center.
* Ran queries to resolved invoice and voucher issues.
* Ad-hoc reporting as requested.
* Researched Requisition and Payment Request issues for resolution.

**CyberSearch, Inc. 02/16/2015 to June 2015**

***PeopleSoft Functional Test Analyst (Consultant) – Client University of California, Office of the President***

* PeopleSoft Functional Test Analyst (Consultant) – Client - University of California Office of the President Functional and System Integration testing for Payroll using HP ALM, SQL Developer, Filezilla and Application Designer.
* Worked directly with UC Path Center on testing and QA for PS 9.2 Payroll roll out.
* Reviewed and amended Functional Design Documents as needed based on test results.
* Assisted Developers with Test Defect resolution.

**Ciber, Inc. 10/17/2013 to 02/12/2015**

* Engaged with practice sales pursuits as required for various Healthcare clients for both HCM and Financials.

**International Institute of Education**

***Functional Payroll Interface Consultant***

* Converted payroll files from PCPW to PeopleSoft 9.2 and ADP’s Workforce Now product. Payroll Interface into ADP’s E-time application. Completed Payroll Interface conversion documents. Lead Testing efforts with client SME’s. Created Mapping tables from Ivantage to PeopleSoft 9.2 North American Payroll.

**Adventist Health Systems**

***HR Functional Training Developer***

* Worked as a lead training consultant part of a 4-member team on the PeopleSoft 9.2 HR core implementation team implementing PeopleSoft 9.2 HCM, base benefits payroll, talent acquisition and Workforce timekeeping.
* Utilized PeopleSoft UPK to add and modify content, user training manuals and training delivery. Developed content employing UPK standard methodology of creating course Outlines, Storyboards, UPK sections and topics for employee self-service, manager self-service, benefits, and time and attendance.
* Supported Conference Room Pilot activities to present Fit/Gap for PeopleSoft HCM 9.2 conversion.

**Greater River Health Systems**

***ERP Functional Consultant – Project Manager/Over site role for HCM***

* Worked as Kronos Upgrade Project Manager to implement Kronos ver. 7.0. Coordinated project plan and performed tasks needed to keep project on track.
* Reviewed and supported a Cerner implementation on as needed basis and provided application setup guidance and coaching on best industry standards for PeopleSoft HCM ver. 9.2. and Kronos Workforce Center 7.0.

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| **Vidant Health** |  |
| ***Functional PeopleSoft Supervisor*** | ***11/11 – 07/13*** |

***General Financial Services***

* Implemented SCM module for PeopleSoft 9.1. from Lawson 9.0. Guided business partners for conversion from Lawson to PS ver. 9.1. Tools upgrade from 8.3 to 8.5.
* Implemented full SDLC for Accounts Payable, Accounts Receivable, Inventory and E-procurement for Travel and Expenses.
* Resolved conversion items as it related to migration issues.
* PeopleSoft HCM implementation of Employee Self Service, Manager Self Service and E-performance. Kronos ver. 6.3 for timekeeping and labor tracking. Supervised the process of analyze, design, build, test and implemented technology solutions that met the specifications of a project or service request. Identified, escalate, and resolved issues that impact infrastructure and application performance.
* Analyzed various nursing and POI’s (Contractors) scheduling to be configured for Kronos timekeeping systems and outside vendors.
* Training using UPK tool. Communication and relationship management.
* Provided input to support technology planning. Supervisor of General Financial Services and WEB Team for proven results.
* Worked closely with Project managers on all phases of RICEFW objects for implementation of PeopleSoft 9.1 for HCM and Financials.

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| **Howard University** |  |
| ***PeopleSoft Functional Support Manager*** | ***12/09 – 06/11*** |

* Managed Helpdesk Support for PeopleSoft Financials and HCM.
* Created Business Design Documents for E-Procurement.
* Tested all phases of E-Procurement before roll-out.
* Trained staff on ESS, MSS, North American Payroll - PeopleSoft Financials, Purchasing, Project Closing, Accounts Payable, General Ledger and Commitment Control.
* Created Policies and Procedures for Help Desk and Heat Ticketing system.
* Implemented Benefits Administration and, e-Benefits in addition to e-Performance for HCM Ver.9.1
* Designed infrastructure for core department and supporting teams.
* Created metrics for customer satisfaction surveys, and performance reviews.
* Researched system errors and customer issues.
* Involved in script testing for enhancements and troubleshoot end user’s errors.
* Managed a team of 4 direct reports and various indirect reports from all departments and schools.
* Challenged team to increase knowledge of PeopleSoft to be able to assist with desktop coaching.
* Hired and Termination responsibilities and performed skill sets assessments for optimum performance and results.
* Paired with developers for People Tools Upgrades.

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| **PCN Strategies/D.C. Public Schools** |  |
| ***Functional/Change Management Analyst*** | ***12/08 – 03/09*** |

* Converted DC Public School system from obsolete mainframe system (CAPPS) to PeopleSoft version 8.8.
* Created and applied test scripts for training purposes. Coordinated training materials using UPK/Oracle.
* Applied test scenarios in UAT environment. Facilitated User Acceptance Testing for Time and Labor and Benefits Administration.
* Gathered current business processes from pertinent sources for Benefits and IRR to develop SOP’s for future implantation.
* Created database for class registration and, post training survey collection to forecasting future training needs.
* Troubleshot software conversion issues and, performed in a liaison role between DC Public School staff and PeopleSoft Developers on delivered functionality of system.
* Mentored staff on creating and logging conversion issues. (Secret Security Clearance, DoD).

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| **Accenture/ HRI Reston, VA,** |  |
| ***TSA-SME/Quality Assurance / Sub Team Lead for VLTP team*** | ***07/07 – 07/08*** |

* Trained staff on process using internally developed SOP.
* Reviewed error ratio per caseworker and reported on quality of case resolution.
* Recommended alternative procedures to improve processing.
* Developed and Maintained reports sent to Nation Finance Center (NFC).
* Assisted in transition phase from NFC to TSA/HR Services. ERP, worked with teams such as Leave Audits and Adjustments, on client specifications.
* Interacted with client on Fit/Gap plan Current training completed, NFC Payroll Processing Operations, (PINQ, TINQ, IRIS, TMGT) EPIC, SPPS, WebTA, PPO Tracking system, EmpowHR (PS. ver. 8.8). Field training (Secret Security Clearance, DoD).

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| **Apptis, Inc, Arlington VA** |  |
| ***TSA- Functional Internal Verification and Validation Analyst*** | ***01/07 – 07/07*** |

* Collaborated with the PPO on operations and administrative issues.
* Evaluated root cause of outstanding PPO cases to be documented.
* Involved in IV and V team responsible for recommendations to address and prevent backlog.
* Reduced Ombudsman and Congressional inquiries.
* Analyzed data and assisted Federal Agency staff members in resolving prior cases.
* Reviewed processing procedures for Leave Audits and Lump Sum Payouts.
* Researched Military Leave discrepancies and reported findings to PPO team lead.
* Resolved various historical cases stemming from conversion and migration issues relating to the move from FAA to NFC payroll system.
* Resolved issues stemming from EmpowHR (PeopleSoft ver. 8.9) conversion.
* Assisted in development of Case Escalation Management Team to resolve cases more than 90 days outstanding. (Secret Security Clearance, DoD).

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| **EDUCATION** |

* Business Communications, College of Southern Maryland, QuickBooks September 2005, May 2008.
* Attended evening courses in Accounting: St. Joseph’s University, Philadelphia, PA June 1998.
* Attended evening courses In Information Technology: College of Philadelphia - Philadelphia, PA June 1980

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| **CERTIFICATES** |

* Agile Fundamentals – Certificate 2018 from Booze Allen Hamilton
* Level 1 Anti-terrorism Awareness Training – Department of Defense 2021
* Operations Security Fundamentals – Department of Defense 2021
* References available upon request