

# CH. NARENDRA

## Workday Techno Functional Consultant

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### Objective

To secure a challenging position as a **Workday Techno-Functional Consultant** where I can leverage my 5+ years of expertise in HCM, Time Tracking, Absence, and Integrations to deliver scalable solutions, streamline HR operations, and support end-to-end Workday implementations for global clients.

### Professional Summary

- Over **5+ years of experience** as a **Workday Techno-Functional Consultant** with a strong background in Core HCM, Time Tracking, Absence Management, Integrations, and Reporting.
- Expertise in configuring Business Processes, Security, EIBs, Calculated Fields, and Custom Reports across various modules.
- Successfully implemented **Time Tracking and Absence** modules for multinational clients ensuring timely delivery and system stability.
- Proficient in developing and troubleshooting **EIB Integrations (Inbound/Outbound)** and **Core Connector Integrations**.
- Solid experience in **Workday Studio**, **Web Services (SOAP/REST)**, **XSLT**, and **Custom Reports** to support complex business needs.
- Hands-on knowledge of **Business Process Framework**, **Condition Rules**, **Routing Restrictions**, and advanced **Calculated Fields**.
- Capable of end-to-end **Workday Security Configuration**, including Domain, Business Process, Role-based and User-based Security.
- Involved in **Testing (Unit, Integration, UAT)**, documentation, cutover support, and **post-go-live** support for Workday projects.

### Skills

- **Functional Modules:** Core HCM, Time Tracking, Absence Management, Compensation, Benefits, Talent & Performance
- **Reporting:** Advanced Custom Reports, Matrix Reports, Trending Reports, Dashboards, Calculated Fields, Worklets
- **Security:** Role-Based Security, User-Based Security, Business Process Security Policies, Domain Security Policies
- **Soft Skills:** Client Interaction, Functional Requirement Gathering, Cross-team Collaboration, Agile/Scrum Methodology
- **Integrations & Tools:** Workday Studio, EIB (Inbound/Outbound), Core Connectors, PICOF, PECI, XSLT, Workday Web Services (SOAP/REST), Postman
- **Business Process Configuration:** Hire, Termination, Job Change, Request Compensation Change, Leave of Absence, Return from LOA, Time Off
- **Testing & Support:** Unit Testing, End-to-End Testing, UAT, Go-live Support, Issue Analysis, Troubleshooting, Documentation
- **Tools & Environments:** Workday 2023R1 & 2023R2, JIRA, ServiceNow, Excel, SFTP, Postman, Slack, MS Teams, Confluence

## Work History

<b>Workday Consultant</b> <b>Zensar Technologies</b>	Mar 2020 - Current Hyderabad, India
<ul style="list-style-type: none"><li>Working as a Workday Techno-Functional Consultant on multiple end-to-end implementation, integration, and support projects across various modules including HCM, Time Tracking, Absence, and Compensation.</li><li>Involved in requirement gathering sessions with business stakeholders and SMEs to document functional specifications and translate them into Workday configurations.</li><li>Configured complex Business Processes (Hire, Termination, Job Change, Compensation Change, Absence) with condition rules, routing restrictions, alerts, and notifications.</li><li>Designed and built calculated fields to support reporting, integrations, eligibility rules, and advanced business logic scenarios.</li><li>Developed Custom Reports (Advanced, Matrix, Trending) and Worklets for HCM, Absence Management, and Compensation teams to track workforce KPIs and compliance data.</li><li>Designed and implemented EIB Integrations (Inbound &amp; Outbound) for data loading and extraction, including mass hiring, compensation updates, and benefits enrolment.</li><li>Developed Core Connector and PICOF Integrations to support global payroll systems with conditional formatting, change detection, and delta reports.</li><li>Utilized Workday Studio to create advanced integrations with third-party vendors, including custom logic, error handling, and file transmission using SFTP.</li><li>Supported Unit Testing, Integration Testing, and UAT, created test scenarios, test scripts, and documented results with business users.</li><li>Provided extensive post-go-live support, addressed tickets related to configuration, security, reports, and integrations, and participated in hypercare activities.</li><li>Created and maintained knowledge transfer documents, SOPs, and participated in client training workshops.</li><li>Coordinated closely with cross-functional teams (Payroll, Benefits, IT, HR Ops) to ensure smooth delivery and maintenance of the Workday ecosystem.</li></ul>	

## Key Achievements

- Automated time off and absence processing for over 10,000 employees across APAC and US regions.
- Reduced integration failures by 40% by optimizing error-handling logic in Workday Studio integrations.
- Recognized by project leadership for successfully completing UAT within 3 business days for a payroll integration.

## Education

## **Master of Business Administration**

SCIENT Institute of Technology, JNTUH

October 2019

CGPA: 7.20

### **B. Tech: Electronics and Communication Engineering June 2014**

Suprabhath College of Engineering & Technology, JNTUH

Hyderabad

GPA: 60.25%

## **Projects**

### **Project Name #3: Workday Production Support and Enhancements**

**Client:** Hilton Worldwide

**Team Size:** 4

**Role:** Workday Support Consultant

**Duration:** April 2024 – Till Working

#### **Description:**

Provided day-to-day support for HCM, Compensation, and Absence modules; worked on minor enhancements and break/fix issues.

#### **Responsibilities:**

- Monitored production issues and ensured SLAs were met through proper ticket triaging and resolution.
- Performed configuration updates and security changes as per change requests.
- Created **custom reports** and modified existing ones to meet new audit and business requirements.
- Investigated issues with **business processes**, approvals, and task routing delays.
- Maintained **organizational hierarchy**, supervisory structures, and compensation grades.
- Worked on **data loads** using EIB for one-time and recurring mass updates.
- Conducted regular system health checks and coordinated with business stakeholders.
- Documented functional specs and participated in weekly status calls with clients.

#### **Technologies Used:**

Core HCM, Absence, Compensation, Custom Reports, EIB, Business Process Configuration, Security

### **Project Name #2: Time Tracking and Absence Implementation**

**Client:** Air Canada

**Team Size:** 6

**Role:** Workday Functional Consultant

**Duration:** Jan 2023 – Mar 2024

#### **Description:**

Led the implementation of **Time Tracking and Absence** modules for the client's workforce across Canada. Configured time entry codes, absence plans, accruals, eligibility rules, and carried out end-to-end testing.

#### **Responsibilities:**

- Gathered and analyzed business requirements related to Time Tracking and Absence processes.

- Configured Absence Plans, Time Entry Codes, Time Calculation Rules, and Calendar Profiles.
- Set up **eligibility rules**, **waiting periods**, and **accrual schedules** for vacation and sick plans.
- Customized **business processes** like "Request Time Off", "Enter Time", "Time Sheet Entry", and "Time Approval".
- Created **custom reports** to track accrual balances, absence requests, and usage trends.
- Performed end-to-end testing and collaborated with HR and Payroll teams for validation.
- Supported parallel runs and resolved discrepancies post-deployment.
- Provided hyper-care support, training documents, and knowledge transfer post go-live.

#### **Technologies Used:**

Workday HCM, Absence, Time Tracking, Calculated Fields, Custom Reports, Business Process Framework

#### **Project Name #1: Integration Development and Support**

**Client:** PepsiCo

**Team Size:** 5

**Role:** Workday Integration Consultant

**Duration:** Apr 2020 – Dec 2022

#### **Description:**

Designed and supported integrations using EIBs, Core Connectors, and Workday Studio for various HR and Payroll systems.

#### **Responsibilities:**

- Developed and deployed **EIB Outbound Integrations** to extract worker and payroll data for external vendors.
- Built **EIB Inbound Integrations** for mass hiring, job changes, and compensation changes.
- Created **Core Connector Worker** integrations for benefits and payroll vendors with calculated fields and filters.
- Utilized **Workday Studio** for advanced integration scenarios involving routing and external web service calls.
- Implemented **XSLT transformations** and tested XML outputs for mapping and data accuracy.
- Monitored integration error logs and resolved issues during scheduled runs.
- Coordinated with vendors and business teams to validate outbound file formats and transmission.
- Handled version control, deployment, and testing across multiple tenants (Dev, Test, Prod).

#### **Technologies Used:**

EIB, Workday Studio, Core Connectors, XSLT, Calculated Fields, Custom Reports, Web Services (SOAP/REST).