**MARY BETH JOHNSON**

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**CAREER OBJECTIVE AND PROFILE**

Exploring HRMS/HRIS opportunities requiring a dynamic leader who offers expertise in facilitating projects for large organizations with up to 70,000 employees, and where a strong blend of business analysis skills, technical savvy, and personnel supervision would provide unparalleled benefits.

**KEY AREAS OF EXPERTISE**

**Implementations, Conversions & Upgrades, Project Management, Business Requirements**

**and Fit/Gap Analysis, Design and Construction, Testing and Deployment, Production Support, Reporting Solutions, Interfaces, End User Training and Documentation, Application Design and Enhancements, Enterprise-Wide Upgrades**

**PROFESSIONAL EXPERIENCE SUMMARY**

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| --- | --- | --- |
| Module | Responsibility | Clients |
| HCM Core | Requirements, Design, Configuration, QA/Testing, Implementation, Training, User Documentation, Sr. HRIS Analyst | Fidelity, State Street Bank, Royal Bank of Scotland, Covidien, MBTA, State of Massachusetts, Dicks Sporting Goods, Dana Farber Cancer Institute |
| Payroll for NA | Requirements, Design, Configuration, QA/Testing, Implantation, Training, User Documentation, End user processor, HRIS Manager | Harvard University, Fidelity, State Street Bank, Royal Bank of Scotland, Covidien, MBTA, State of Massachusetts, Dicks Sporting Goods, Dana Farber Cancer Institute |
| Benefits Admin/Base Benefits | Requirements, Design, Configuration, QA/Testing, Implementation, Training, User Documentation, Sr. HRIS Analyst | Covidien, Delhaize America, Fidelity Investments, NASDAQ, Amica Insurance, State of Massachusetts, MBTA, Partners Health Care |
| Talent Acquisition Management | Requirements, Design, Configuration, QA/Testing, Implementation, Training, User Documentation, Sr. HRIS Analyst | Delhaize America, Royal Bank of Scotland, Covidien, State Street |
| Administer Training (ELM) | Requirements, Design, Configuration, QA/Testing, Implementation, Training, User Documentation | State of Massachusetts, Northeastern University, State Street Bank |
| Position Management | Requirements, Design, Configuration, QA/Testing, Implementation, Training, User Documentation | Harvard University, Covidien, Delhaize America, State Street Bank |
| Security Administration | Requirements, Design, Configuration, Implementation, Daily Support, Sr. HRIS Analyst/Security Admin | State Street Bank, Galyan’s Trading Company (aka Dicks Sporting Goods) |
| Reporting | Requirements, Design/Creation, Configuration, QA/Testing, Implementation, Training, User Documentation | Design and Creation of PS Queries for all clients as part of the implementation and/or Upgrade Process. |
| E-APPS  MSS, eProfle, ESS, eBenefits, eCompensation, eDevelopment, ePay | Requirements, Design/Creation, Configuration, QA/Testing, Implementation, Training, User Documentation, Sr. HRIS Analyst | Design and Implementation of self service applications for all clients based on their project. |

**PROJECT/CAREER EXPERIENCE SUMMARY**

DELHAIZE AMERICA, Scarborough, ME January 2017 to December 2017

**Senior IT Consultant (Contract)**

Senior HR IT Consultant responsible for the design and implementation of an OD Modeling tool to

Assist in the Merger of two Global Companies. Responsibilities include, review and analysis of future Compensation Structures, Position Design, Reporting and Legal requirements to assist in the creation of an in house tool. Additional responsible include, business requirements, design, testing and training of the new OD tool throughout the HR organization.

Assisted in the outsourcing of Benefits to a third party provider. Responsibilities included the decommission of Benefits Administration, uncoupling of customizations around Ben Admin, creating and implementing base benefits for the new programs.

HARVARD UNIVERSITY, Cambridge, MA 2014 to 2016

**Program Manager, PeopleSoft HCM**

The Program Manager works with business owners to identify and prioritize business process and/or system solutions to business problems. Works with other systems product managers to understand and manage interactions between and dependencies among both local and central systems. Works with practice managers to evaluate, recommend and implement technical solutions in support of business needs.

Responsible for planning, organizing, and managing a team of business analysts that provide support to the PeopleSoft HCM system, specifically the Payroll, Time and Labor, Commitment Accounting and Absence Management modules. The team provides Tier II helpdesk support, works with technical resources to implement software upgrades, and engages in new module and product implementations.

NTTData 2013 to 2014

Senior HCM Consultant and Project Manager

**Key Projects**

Royal Bank of Scotland

Global Functional Lead responsible for the implementation of PeopleSoft’s TAM and Candidate Gateway Modules for the RBS division of Markets and International Banking

* Responsibilities Include:
  + Requirements Gathering
  + Design
  + Configuration
  + Report Creation
  + Testing
  + Training
  + Implementation
  + Post Go Live Support

Functional Lead for the implementation of Telemetry’s product suite including Connect, Source, Broadcast and Agency

* Responsibilities included:
  + Design
  + Configuration
  + Testing
  + Training
  + Post Go Live Support

ALKU 2012 to 2013

Senior HCM Consultant

**Key Projects**

Covidien

* Global Functional Lead for the review and implementation of Phase Two projects for the newly upgraded 9.1 Candidate Gateway and TAM modules. Supported North America, Latin America, EMEA, Africa and APAC.
* Assisted in the implementation of a new Global Careers site.

Mipro Consulting 2012 to 2012

Senior HCM Consultant

**Key Projects**

Delhaize America

Responsible for the design and creation of a world class HRIS and Quality Assurance team to support the implementation of PeopleSoft HCM 9.1. Some of the tasks include the following:

* Create a new organizational structure
* Define roles and responsibilities of new positions
  + SR HRIS Analyst
  + HRIS Analyst
  + QA Team Lead
  + QA Analyst
  + QA Testers
* Perform Compensation Analysis and define on new position
* Create Marketing Plan for recruitment
* Define Communication Plan for HRIS Build
* Define process flows for all Inputs
  + Bug Fix
  + HR Enhancements
  + New Modules
  + HR Initiatives
  + Compliance
  + Bundle Fix
* Define criteria for Break/Fix priority, Enhancements, Compliance Priority etc.
  + Analyze existing tools for testing, training, documentation, project management etc.
  + Define Testing Strategy
  + Define QA/Audit strategy
  + Define QA/Audit tools (query, meetings etc.)
* Develop new Templates/Artifacts
  + Requirements Documents
  + Functional Specification Templates
  + Test Strategy Documents
  + Test Scenarios
  + Test Scripts
  + Process Flows
  + Process books
  + Training Content
  + Desktop Procedures
  + Job Aides
  + Configuration Workbooks
  + Configuration Migration Form
  + SLA’s for Break/Fix, Enhancements, Projects, HR Initiatives
* Define Relationship approach
  + Weekly/biweekly meetings with business
  + Weekly/Biweekly HRT meetings including ASC
  + Weekly/Biweekly meetings with IT
  + Define Training strategy for HRT team members (PeopleSoft etc. current budget 111,000)
  + Security Strategy for HRT and ASC

ALKU 2011 to 2012

Senior HCM Consultant

**Key Projects**

Covidien

* Global Functional Lead for the review and redesign of the newly upgraded 9.1 Candidate Gateway and TAM modules. Supported North America, Latin America, EMEA, Africa and APAC.
  + Reviewed upgrade material
  + Reviewed customization material
  + Redesigned the Candidate Gateway Portal
  + Reconfigured the TAM module to better fit the COE Staffing model
  + Reviewed additional functionality with business and created necessary documentation for implementation
  + Designed and implemented daily audits
  + Designed Quarterly reports for HR leadership team
  + Implemented 3rd party background check software (Certiphi)
  + Implemented 3rd party job board posting software (eQuest)
  + Trained shared service’s personnel on the newly redesigned Candidate Gateway and TAM Modules
  + Troubleshoot production issues using PeopleSoft’s CRM ticketing system
  + Record and Manage all defects and/or enhancement requests including functional specifications and testing.

SAPHIRE TECHNOLOGIES 2010 to 2011

Consultant

**Key Projects**

Upgrade of PeopleSoft 8.3 to 9.0

* Functional lead for the upgrade of Candidate Gateway, TAM and Workforce Administration
  + Reviewed and modified fit/gap documentation provided by 3rd party vendor
  + Reviewed and created configuration documentation
  + Updated functional specifications from 3rd party vendor to include necessary configuration/functionality per business process
  + Reviewed additional functionality with business and created necessary documentation for implementation
  + Test lead for Candidate Gateway, TAM and Workforce Administration
    - Created Test Scripts for SIT, UAT and MOCK test runs
    - Trained client on utilization of HP Quality center for testing
    - Responsible for defect management utilizing HP Quality Center
    - Managed all defect, redesign and configuration as a result of defects with 3rd party
  + Worked with VP to create custom process manuals for TAM and Administer Workforce

STATE STREET CORPORATION 2008 to 2010

Project Management Business Consultant, AVP

This role provided functional support for leveraging and optimizing the PeopleSoft v9.0 HRIS.  Responsible for responding to business-related requests and issues from end users and vendors, support system functionality enhancements necessary to meet ongoing business needs and collaborate with GHR colleagues to foster optimal system functionality and usage.

**Key Projects**

Implementation of PeopleSoft 9.0 HRMS-Moved from 8.0 to 9.0

*PeopleSoft 9.0 HRMS, Self-Service, TAM*

* HRIS Lead for Design sessions for both TAM and HRMS
  + Conducted Fit/Gap sessions with Project Leads and key stakeholders in the North America, EMEA and APAC regions
  + Provided guidance and support to the Project Leads on key design, process and customization sessions for global process in 26 countries
    - Conducted regional knowledge transfer sessions on 9.0 functionality
    - Provided key demonstrations of 9.0 functionality for HRMS, Self-Service and TAM
  + Provided consultative services to implementation vendor on configuration, conversion and customization design
* INT/UAT Test lead for HRMS and Self-Service for North America, EMEA and APAC
  + Responsible for creating the testing strategy for HRMS, TAM and Self-Service
  + Created test scripts for HRMS and Self-Service INT and UAT sessions
  + Managed 80 testers globally including all testing defects, redesign and retesting
* Production Support Lead
  + Created production support structure
  + Responsible for selecting issue tracking tool, training support staff and creating management reporting
  + Responsible for training Tier 1 participants on new functionality
  + Responsible for creating Tier 1 knowledge scripts
  + Lead Tier II consultant for HRMS and Self-Service

Implementation of Manager-Self Service

* Functional Lead
  + Participated in design sessions with key Project Leaders
  + Provided key demonstrations and functional analysis on 9.0 functionality
* Test Lead-QAT, INT, UAT
  + Responsible for creating test plan and strategy for all phases of testing
  + Created test scripts for all phases of self-service testing
  + Created Defect Management Process utilizing HP Quality Center
  + Responsible for management, design, and resolution of all defects and business process changes
  + Manager 108 testers globally in 26 countries.

BEACON APPLICATION SERVICES  2005 to 2008

Independent HRMS Consultant –exclusive

**Key Projects**:

The NASDAQ Stock Market, Inc., Rockville, Maryland

*PeopleSoft 8/8.3 Financials, Supply Chain, HRMS, Benefits, Payroll, Time and Labor, eBenefits, eProfile, ePay, Oracle Database*

* Functional Lead responsible for the upgrade of NASDAQ’s 8.3 HRMS system to 8.9
* Developed and managed Project Plan, requirements and Fit/Gap Analysis, system configuration and creation of configuration workbooks, conversion, design and implementation of customizations, interface design, design and delivery of project team and end user training, design and execution of unit, system parallel and user acceptance testing, report/query design and development, and design and implementation of security.

Massachusetts Bay Transportation (MBTA), Boston, MA

*PeopleSoft 8.3 HRMS, HR, Payroll, Base Benefits, ePay*

* Functional Lead responsible for the upgrade of the HRMS system from 8.3 to 8.9.
* Functional Lead for the implementation of Benefit Administration 8.9
* Managed requirements and Fit/Gap Analysis, system configuration and creation of configuration workbooks, design and delivery of project team and end user training, design and execution of unit, system, parallel and user acceptance testing.

Amica Insurance, Lincoln, RI

*PeopleSoft 8.3 HRMS, HR, Payroll, Base Benefits, Benefits Administration*

* Functional consultant responsible for the upgrade of the HRMS system from 8.3 to 8.9.
* Managed requirements and fit/gap analysis, system configuration and creation of configuration workbooks, design and delivery of project team and end user training, design and execution of unit, system, parallel and user acceptance testing.

PARTNERS HEALTHCARE SYSTEM, INC 2004 to 2005

**Business Relationship Manager** –DFCI Information Systems

*PeopleSoft 8.3 HRMS: HR, Payroll, Time and Labor, Base Benefits, Ben Admin, Commitment Accounting, eProfile, eBenefits, ePay*

**Principal Duties and Responsibilities**

**Project Management**

* Planned, managed and oversaw projects including activities such as definition of project scope and objectives, management status and reporting tools, feasibility and cost benefit studies, requirement definition (functional and/or technical), system testing/quality assurance, training, implementation, post-implementation, project administrative activities, and documentation.
* Project areas centered on the following areas:
  + Implement new application modules
  + Enhancing an existing component of the application (Panel or screen changes, new queries, reports, etc.)
  + Application upgrades or upgrades to technical components
  + Implementing a third-party product to work with the application
  + Managing periodic internal releases of the application (fixes/enhancements)
  + Evaluate, manage and facilitate changes in business processes enabling achievement of goals

**Production Support**

* Responsible for response to business area specific help desk calls for application specific questions or production issues and developing casual analysis to support a proactive resolution process.
* Managed the relationships between technical team and business owners, outside vendors or service providers to assist in communicating production issues.
* Coordinated troubleshooting identified production problems, taking corrective action, testing of corrective action and implementation of corrective action following user signoff.
* Coordinated the development of system or manual workarounds in the various business areas.  Present solutions to management and document issue resolution.

BEACON APPLICATION SERVICES 2000 to 2004

**KEY PROJECTS:**

**HRMS Consultant –** Princeton Softech, Princeton, New Jersey

*PeopleSoft 8.3/8.8 HRMS Archive Solution: Payroll, Training, Recruit Workforce, Time and Labor, Base Benefits, Benefits Administration, Administer Workforce*

* Responsible for the design of Princeton Softech’s Archive Solution for PeopleSoft's HRMS system.  Duties included analysis, definition, and relationship of table sets, archive criteria and end user parameters, Restore, Reporting, and Query requirements, and Post Archive Testing Requirements.

**HRMS Consultant –**The NASDAQ Stock Market, Inc., Rockville, Maryland

*PeopleSoft 8/8.3 Financials, Supply Chain, HRMS, Benefits, Payroll, Time and Labor, ELM,eBenefits, eProfile, ePay, Oracle Database*

* Supported rollout of eBenefits, resolved issues relating to eProfile and open enrollment, and deployed ePay.
* Supported end users in daily processing.  Addressed issues related to retroactive benefits/deduction processing, retroactive payroll, Time and Labor and third party interfaces.
* Created documentation and delivered PeopleSoft training to users.
* Assisted the reconciliation team with reporting and analysis of payroll activities.
* Tested all tax updates.
* Supported year-end processing with setup, testing, and training.

**Functional Team Lead –** Municipal Employees’ Retirement System of Michigan, Lansing, Michigan

*Upgrade:  PeopleSoft Financials, Human Resources, Benefits Administration, Pension Administration and Payroll, eBill Payment, and Customer Portal 8.3/8.4, Oracle Database*

* Principal administrator of organizational system setup, configuration of new features, and updating system data to match new requirements.
* Streamlined and tested payroll process and analyzed payroll interfaces for updates to financials and third parties.

**Functional Team Lead** – Galyan’s Trading Company, Plainfield, Indiana

*Implementation:  Human Resources, Benefits and Payroll 8/8.3, Microsoft SQL Server Database*

* Responsible for the implementation of PeopleSoft Human Resources, Position Management, Success Planning, Benefits and Payroll from requirements through deployment.
* Developed and managed project plan, requirements and fit/gap analysis, system configuration and creation of configuration workbooks, conversion, design and implementation of customizations, interface design, design and delivery of project team and end user training, design and execution of unit, system parallel and user acceptance testing, report/query design and development, and design and implementation of security.
* Organized and conducted an “Organizational Structure” meeting with sponsorship committee to provide executives with an overall understanding of PeopleSoft and present alternatives for Galyan's organizational structure.
* Defined and conducted a “History” project to create process, definition, and training for manually building history records from employee paper files.
* Served as liaison with PeopleSoft for software issues, logging, tracking, and following up on cases.
* Responsible for the implementation of ADP’s tax services, print services, and wage and garnishment services.

**Application Consultant** – Lifeline Systems, Inc., Framingham, Massachusetts

*PeopleSoft Financials and Distribution 8, Oracle Database*

* Applied excellent multi-tasking skills to produce testing templates, conduct testing, and document results.
* Created testing summaries for the steering committee, conducted lock box testing, and recorded results.

**Functional Team Lead –** East Jefferson General Hospital, Metairie, Louisiana

*PeopleSoft Human Resources, Benefits, Payroll, Supply Chain and Financials, Oracle Database*

* Directed ten team members in upgrade project of PeopleSoft Human Resources, Benefits, and Payroll systems.
* Developed and executed project plan, completed extensive testing of payroll processing, training documentation, and new system delivery.

EDWARDS CONSULTING 1998 to 2000

**Application Consultant**

KPMG 1997 to 1998

**Application Consultant**

FIDELITY INVESMENTS 1995 to 1997

**Production Support Analyst –** Mutual Fund Management Firm, Boston, Massachusetts

**TECHNICAL EXPERTISE SUMMARY**

**PeopleSoft HRMS 3.x, 5.x, 7.x, and 8.x, 9.x**

**Human Resources:** System Configuration, Transaction Processing, Competency Management, Position Management, Career Planning, TAM, Candidate Gateway, Salary Planning, Training, Succession Planning, Profile Management, ELM

**Payroll:** System Configuration, Time Reporting, Employee Payroll Data Maintenance, Paysheets, Payroll Processing and Confirmation, Check Processing, Direct Deposit, Off-Cycle Processing, Wage Attachment, Retro Pay, General Ledger Interface, Commitment Accounting

**Benefits:** System Configuration, Benefit Elections, Accrual Processing,Benefits Administration, Retro Ben/Deduction Processing, Cobra Administration, and Open Enrollment

**Collaborative Applications:** eBenefits, eProfile, ePay, Self-Service, Manager Self-Service

**Reporting:** Crystal/Query, SQR

**Technical:** Application Designer, SQR, and SQL

**Other:** Robot, SQL Plus, Toad, HP Quality Center, Talemetry Connect, Source, Broadcast, Agency

**EDUCATION**

**PeopleSoft Certified Human Resources Management Consultant –** Releases: 3.x, 5.x, 6.x, 7.x, 7.5x, 8.x., 9.x

**Bachelor’s Degree in Management Science**, Cum Laude, 1990

University of Massachusetts, Lowell