

**Diane Thomas**

# Work Experience:

#### Cipher Communications February 2012 – Present

**Sr. PeopleSoft Consultant**

***Client/Location: WMATA, Washington DC***

**Key Work Experience:**

* Serve on Project as Functional Team Lead responsible for overseeing Functional Team and the tasks required to upgrade customer from PS HCM 8.8 to 9.1.
* Modules included in 9.1 upgrade: TAM/CG, Core HR, Labor Administration, MSS, ESS, eDev, Compensation, Benefits, Absence Management, Time & Labor, Payroll and ELM – Enterprise Learning Management.

#### SRA International February 2011 – October 2012

**Sr. PS Consultant/Tester**

***Client/Location: US Courts, Washington DC***

**Key Work Experience:**

* PeopleSoft HCM ver. 8.9 and 9.1
* Create test plans and develops test scenarios and scripts for end user validation, regression testing, and configuration control.
* Performs testing based on preferred business processes, and examines expected results.
* Provides issue resolution, and documents results. Member of 9.1 upgrade team serving as “Primary/Lead” for testing PeopleSoft Leave Tracking, HR, Benefits, Payroll, and eService modules

#### SyApps LLC February 2010 – October 2010

**Sr. PS Consultant/PeopleSoft Functional HR/BenAdmin SME**

***Client Location: Washington DC***

**Key Work Experience:**

###### PeopleSoft HCM ver. 9.0.

###### Responsible for PeopleSoft 9.0 BenAdmin production support issues/ Functional/Technical Business Analysts working with business owners and developers to maintain and/or implement new system enhancement projects (i.e. interfaces, system modifications):

* Troubleshoot reported user production Benefits/Benefits Administration issues
* Provide ad hoc reporting utilizing PS Query and/or Oracle SQL
* Work on new system design projects, gather requirements, and create test scripts

#### The International Monetary Fund August 2009 – February 2010

**Sr. PS Human Resource Information Systems Officer**

**Key Work Experience:**

* Manage multiple systems implementation life cycles simultaneously for high priority work streams under an HCM program.
* Produce and maintain project plans, gather business requirements, develop systems specifications, evaluate new systems design in collaboration with the technical team, create user acceptance test plans and scripts, perform functional testing, support user acceptance testing, develop user documentation, provide user training and support application deployment.
* Identify business needs and functional requirements of HCM users; assess technical capabilities/limitations of leading-edge HR IT solutions in the market, including hosted applications and analytics tools; and implement new and innovative information systems which support the Human Resources department’s strategy.
* Implement/maintain and support – PeopleSoft HCM, Taleo, HireRight and Previsor software systems

#### Tandem Conglomerate LLC February 2008 – June 2009

**Sr. PS Consultant/PeopleSoft Functional HRMS SME**

***Client: DC Government***

**Key Work Experience:**

###### Member of project team to convert all DC Public School Employees from a legacy text based HR/Payroll System (Integral) to PeopleSoft HCM.

###### Serve on project as Team Lead, responsible for conversion of HR related data. Specific responsibilities included:

* Liaison between functional business owners and technical team members
* Conduct requirements gathering Fit/Gap analysis sessions
* Identify and resolve gaps in business processes.
* Analyze requirements to apply system solutions to business problems,
* Provide conversion tool logic to technical team
* Document system enhancement proposals, outline issues, alternatives and provide recommendations detailing performance, costs, scheduling, time and benefits. Complete unit and uat test efforts
* Create prototypes for new designs and walk through with business owners,
* Configure and set configuration tables and transaction/control tables.
* Perform security/authorization set-up, user documentation, data interface design, data migration and reconciliation.
* Department Security tree setup/re-design to accommodate Public Schools department hierarchy integration with existing DC Government setup.
* Train functional end users on features, functionality and processes delivered within the PeopleSoft product
* Generate data validation queries/reports using PSoft query and/or SQL
* Data analysis and troubleshooting
* Serve on team as Help Desk Analyst utilizing Remedy Help Desk software

#### Self Employed Consultant October 2007 – January 2008

#### Sr. PS Consultant SME/ PS Time and Labor Training Lead

***Client: Washington Metropolitan Area Transit Authority***

**Key Work Experience:**

* Consult for the largest Train/Rail Transportation organizations in the Washington DC Metropolitan Area.
* Serve on project team as functional HR/Benefits/Payroll SME – troubleshooting production PeopleSoft payroll issues that are related to the incorrect input of HR/Benefits employee data.

###### Serve on team as a Lead Trainer, training company time keepers and time approvers on features and functionality of PeopleSoft Time and Labor integrated with Kronos time clocks.

###### **Create training plan**

###### **Create training manuals**

* + Conduct training

#### Sprint Nextel Communications March 2003 – October 2007

#### PeopleSoft Business Systems Analyst III

**Key Work Experience:**

* Functional/Technical application support for PeopleSoft v8.8/v8.9. Performing the following duties:
* Functional Subject Matter Expert for PeopleSoft 8.8/8.9 HR, Base Benefits, Benefits Administration, Payroll and eApps (ESS, MSS, eCompensation, eBenefits, ePerformance, and Enterprise Learning Management)
* Liaison between HR/Payroll users and developers to analyze and document requirements, mapp data/processes, ensure accurate designs and assist with system testing of software changes.
* Provide functional analysis and expertise to technical developers to facilitate system changes and new development projects.
* Research and resolve production support issues when functional expertise is required.
* Review PeopleSoft fixes and updates to assess system impacts and coordinate testing with functional team.
* Functional lead for Open enrollment related tasks (Responsible for: Base benefit/Ben Admin table setup, Self Service configurable text changes, training, design for tools that assist with the management of event coordination, and vendor interfaces).
* Functional lead for several implementation projects such as project to implement PeopleSoft **ePerformance**, and **ELM (Enterprise Leaning Manager).** Specific project duties included:
  + Requirements gathering
  + Conduct fit/gap analysis
  + Change management/business process reengineering sessions with primary users of module to implement (ELM or ePerformance)
  + Complete functional requirement documents (for any gaps that result to system modifications/customizations)
  + PeopleSoft set-up table configuration (Configure PeopleSoft Set-up tables specific to module being implemented
  + Create Test plan/scripts and serve as test coordinator
* Provide user training for new, delivered PeopleSoft functionality.
* Served on the Sprint and Nextel **Integration project** as HR Functional/Technical Team Lead responsible for QA review of all functional and technical design documents, testing and deployment of finished product.
* In 2003 was part of the Nexstep team **implementing v8.8 HRMS**. Responsibilities included, Conducting Fit Gap sessions to communicate new features and functionality and to assess user requirements, document functional Requirements, developing test scripts for unit testing and end user training; Managing and coordinating tasks assigned to consultants working on this implementation.

###### Member of PeopleSoft 9.0 prototyping team, responsible for documenting and communicating new features and functionality delivered within PeopleSoft 9.0 version.

* Outline delta between PeopleSoft 8.8 and 9.0
* Review all existing PeopleSoft customizations/modifications, review new functionality present in PeopleSoft 9.0 to determine which existing customizations/modifications can be eliminated.
* Work with technical team to critique upgrade to 9.0 readiness (i.e. hardware requirements, software requirements, PeopleTools updates, applicable tax updates applied, applicable HR/Benefits/Ben Admin/Pay/Time and Labor bundles and updates applied)

#### U.S. Foodservice Inc., April 2002 – March 2003

#### HRIS Manager

**Key Work Experience:**

Responsible for the management, maintenance and administration for the Company Human Resource/Payroll System that supports approximately 23,000 employees

* Managed staff of 3 – 1 project manager, 1 functional HRIS Analyst, 1 technical HRIS analyst.
* Managed PeopleSoft system security (Department Security Tree and Role creation and assignment) and auditing of system data.
* Member of team to convert HR system functions from Ceridian to PeopleSoft HCM
* Functional Project Lead for **PeopleSoft Upgrade project** from PeopleSoft HRMS version 7.0 to version 8.0).
* Serve on team as PeopleSoft functionality expert for PeopleSoft HR, Base Benefits, Benefits Admin, and Payroll to assist with the maintenance and administration of the PeopleSoft HRMS system.
* Liaison between functional staff/users and technical developers.
* Utilized PeopleSoft Query and Crystal reports to meet reporting needs.
* Primary contact for troubleshooting PeopleSoft functional system issues.
* Managed, created and conducted PeopleSoft functional training curriculum.
* Functional Project lead for a project to merge legacy U.S. Foodservice employee workforce and newly acquired company workforce onto one HR/Payroll system, PeopleSoft HCM.
* Created Project Plan and develop conversion strategy for the PeopleSoft merger project
* Performed system analysis, configured system, created data maps, and conducted testing and data validation for the project.
* Wrote project implementation communication plan and facilitated communications to the employee workforce.

###### **PeopleSoft Inc., May 1999 – March 2002**

###### **PS HCM Consultant**

**Client: JP Morgan Chase**

**Key Work Experience:**

* Functional/technical consultant utilizing PeopleSoft HRMS versions 7.5 and 8.3

###### **Consulted for one of the largest Savings and Loan Financial Organizations employing over 85,000 employees.**

###### **Provide functional and technical expertise on Core HR/Benefits, Benefits Administration and Global Payroll features and functionality.**

###### **Serve on team as Benefits Administration Open Enrollment SME for 2 of their annual Open Enrollment projects, which included the use of a custom Web-based Open Enrollment solution.**

* Organized and tracked project goals/progress using Microsoft Project

###### **Conducted assessments of customer business needs and composed requirements documents**

###### **Conducted fit/gap sessions and identified gaps between customer business requirements and delivered PeopleSoft functionality**

* Utilized best practices to recommended alternative solutions to meet the customer’s business process requirements.
* Prepared functional design documentation for proposed customizations and worked with programmers to develop customized processes.
* Configured all system setup necessary for the successful implementation of Benefits Administration, including setup of core HR tables.
* Developed conversion programs and vendor interfaces utilizing SQR
* Developed test cases, coordinated testing efforts, conducted system testing and researched/resolved testing issues.
* Developed customizations for Employee Self-Service panels.
* Trained users in the maintenance and support of Benefits Administration functionality including: configuration, event coordination, troubleshooting, report generation, and overall Ben Admin processing.
* Produced written procedures and user documentation and transferred functional knowledge to project team and users.
* Researched and administered patches, updates and fixes to resolve production support issues.

###### Led the Functional team for an HR project to analyze the downstream impact of data entry corrections in an integrated PeopleSoft environment

* Assist team with supporting Global Payroll functions for international employees working in the Netherlands.

#### Institute for Defense Analysis September 1988 – May 1999

**RIS Management**

**Key Work Experience:**

* Provide management and maintenance for HR/Payroll system (PeopleSoft HRMS 6.0 and 7.5) for a non-profit government contractor.
* Managed all configuration, design, development, security (Role creation and Tree hierarchy), maintenance and administration functions associated with the PeopleSoft HRMS system
* Led all HR/Payroll application enhancements and upgrade projects
* Provided support to end users on functional/technical issues involving: recruiting, core HR, benefits, compensation, pension, training administration, payroll, and system processes.

###### Implement PeopleSoft Workflow.

* Automated the system test process by creating test scripts using SQA robot

**PeopleSoft HRMS Upgrade Project Lead**

###### Led the successful upgrade of PeopleSoft HRMS from version 6.01 to version 7.5

* Prepared project plan and conducted project team meetings
* Outlined delta between versions 6.01 and 7.5 and educated users on new release functionality and 3-tier technology
* Liaison between the functional and technical team to assist with the analysis of hardware/software requirements for new 3-tier environment, upgrade impact analysis on customizations and interfaces, and data mapping.
* Assisted with data conversion using SQA robot and Import Manager.

###### Utilize the PeopleSoft Data Mover for data migration and the People Tools Application Upgrader to complete project migrations.

###### Reapplied system customizations using PeopleTools and reapplied modifications to SQRs

###### Created reports using SQR/SQL, PS Query and Crystal Reports

###### Led system testing using SQA products; developed test plan, test scripts and test cases

###### Develop end user training documentation and created user-input documentation

* Conducted and coordinated Y2K testing between Human Resources, Payroll and Technical staff

**PeopleSoft Implementation Project Lead**

* Selected PeopleSoft HRMS as the “new” system of record for core HR data
* Led the successful implementation of PeopleSoft HRMS 6.0 within one year utilizing “rapid” implementation techniques.
* Successfully completed implementation of the PeopleSoft Human Resources, Benefits Administration, and Payroll Interface modules on time and within budget.
* Successfully led the functional team through all phases of the system development life cycle including: configuration, design, development, conversion, testing and implementation.
* Performed gap analysis and data mapping between multiple legacy systems and the PeopleSoft HR system to facilitate the conversion of historical, current, and future dated transactions for the external systems to the consolidation PeopleSoft HR application.
* Coordinated all HR/Payroll system test activities and coordinated defect resolution.

**Human Resources System Administrator**

* Management and maintenance of legacy HR/Payroll system - PDS
* Conduct systems analysis and write requirement and specification documents for customized reports and enhanced system functionality.
* Perform HR/Payroll functions to include: system set-up, system maintenance, system administration, ad hoc report generation, and security administration.
* Converted and/or implemented several mainframe and legacy systems for HR, Benefits, Payroll, Time and Labor and Pension Administration
* Developed an archive database, using Access, to store historical Human Resource legacy system data

# Education:

**BA Degree, Computer Science/Sociology**

Marymount University

# Skills:

PeopleSoft HRMS versions 6, thru 9.1: HR, Security, Base Benefits, Benefits Administration, Compensation, Payroll Interface, Payroll, Recruiting, Self Service Apps (ESS, MSS, eCompensation, eBenefits, and eDevelopment), Application Designer, Data Mover, Import Manager, Query/Crystal power reporting, Business Process Design (Workflow), PDS (legacy and client/server), MS Office (Outlook, Access, PowerPoint, Word), EXCEL, VISIO, Data Modeling tools, SQA Robot, Netscape, and MS Internet Explorer, MicroSoft Project, Test Director, TOAD, Golden32, PS Query, SQL, Visual Basic, C++, Remedy Help Desk software

Oracle, Microsoft SQL Server

Windows NT, Windows 2000, Windows Vista