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Header 1

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General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VS0000009995

Legal Name: Tunabear, INC

Alias/DBA: Tunabear Consulting Services

Total Bid: \$1.00

Response Date: 05/07/2024

Response Time: 9:42

Responded By User ID: Tunabear1

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SO Doc Code: CRFQ

SO Dept: 0705

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Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing

Total of Header Attachments: 1

Total of All Attachments: 1



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder: 1354530
Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR04122400000005989	1

VENDOR
VS0000009995
Tunabear, INC

Solicitation Number: CRFQ 0705 LOT2400000011
Total Bid: 1
Response Date: 2024-05-07
Response Time: 09:42:08
Comments:

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor		
Signature X	FEIN#	DATE

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Temporary IT Personnel Services				1.00

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments: The price must be determined.

Extended Description:
Temporary IT Staffing Services



TUNABEAR

Tunabear Consulting Response

For



IT Temporary Staffing Services

CRFQ LOT2400000011

May 07, 2024



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TUNABEAR INC

DBA TUNABEAR CONSULTING SERVICES - IT CONSULTING DIVISION

www.tunabear.com

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State of West Virginia, Department of Administration, Purchasing Division, 2019
Washington Street East, Charleston, WV 25305-0130

Tunabear Inc. dba Tunabear Consulting - Bid for West Virginia Lottery, Information Technology
Temporary Staffing Services, CRFQ LOT2400000011.

May 07, 2024

Dear Toby and Team,

Thank you for this opportunity to submit a bid to provide Information Technology Temporary
Staffing Services for the West Virginia Lottery ("the Lottery"), as requested in CRFQ
LOT2400000011. Tunabear is a proud Minority Business Enterprise (MBE) from Dallas, Texas.
We have been in business for 14 years serving public agencies and higher education
throughout the US. Our primary specialization has been Staffing Services since our inception.
With our excellent recruiting and great terms for consultants, we attract and retain some of the
best IT talents in the nation.

Our IT experience is stellar. Through extensive work with numerous agencies nationwide, we
have been awarded Master Services Agreements with Clackamas County, Oregon; the City of
Kansas City, Missouri; the State of Florida, and the State of South Carolina.

Tunabear has over 100 consultants with the in-depth skills necessary to meet and exceed the
requirements and expectations of the Lottery's teams. We are pleased to offer US-based on-site
and/or remote resources that will be dedicated to serving the Lottery with trust, respect,
leadership, and innovation. Our staffing and delivery model is comprehensive and economical,
enabling us to offer senior consultants at rates similar to other firms' rates for junior consultants.
Our leadership will be continuously involved in activities, progress, and relationships to ensure
the completion of assigned duties on time, on budget, and with incomparable quality.

Having read your Request for Proposal, we confirm our understanding and acceptance of all
requirements, terms, and conditions.

Sincerely,

Jeri Hale/VP of Technology Solutions
TUNABEAR, INC.

Texas HUB Certified - Minority Business Enterprise (MBE) Company



ORACLE

Partner

celonis





Tunabear Inc. Response to the West Virginia Lottery

IT Temporary Staffing Services CRFQ LOT2400000011

Minimum Qualifications

This segment complies with Section 3 *Vendor Qualifications* mentioned in the CRFQ which requires the vendor to provide the Lottery with a general overview that must include relevant information of qualification and experience for each classification. Tunabear hereby certifies its capability to provide the Lottery with Temporary Staffing Services and expertise in the following categories:

Business Analyst
Data Analyst
Project Manager
QA Analyst
Software Developer/Engineer

Tunabear Inc., dba Tunabear Consulting Services (Tunabear), is a successful Minority Business Enterprise (MBE) out of Dallas, Texas. Tunabear has 14 years of experience providing information technology and business consulting services throughout the United States. Having worked primarily with the Public/Higher Education Sectors, Tunabear has a unique edge in understanding how agencies manage their information technology services, conduct business, and use technologies to accomplish tasks.

Since our inception, we have engaged with numerous clients nationwide to provide implementation, upgrade, and support services. Our team members have been responsible for successful implementations, support, and business consulting at universities and public agencies throughout Texas, Idaho, North Carolina, Michigan, Louisiana, Alabama, Florida, Wisconsin, Colorado, South Carolina, and California. In addition to a 10-year MSA to provide support services to all University of California System institutions, health centers, and research centers, we currently hold similar contracts with the State of Florida, the State of New Mexico, the State of South Carolina, and the City of Kansas City, Missouri. Each of these contracts are for general staffing arrangements, and some also include professional consulting services for project-based work.

Tunabear's excellence in delivering quality IT solutions to our clients has resulted in a large percentage of repeat clients and a 95% retention rate for placed candidates. These successes are mainly due to our leadership's personalized and professional handling of consultant interactions and service delivery.

Our general service capabilities include IT Staff Augmentation and project-related roles. Examples of these roles include program/project management, solution design, infrastructure, development, implementation, migration, conversion, upgrades, integration, process improvement, automation,



customizations, organizational change management, quality assurance, internal controls, auditing, security, training, monitoring, and support.

Summary of Applicable Capabilities

Tunabear's capabilities highlighted in the Tunabear Team Service Offering include:

- **Application Services**, including PeopleSoft, Oracle Cloud, Celonis, HubSpot, and Custom Web Applications.
- **BI, Data, Analytics, and Automation**, including Celonis BI, Analytics, Automation, and Robotic Process Automation (RoboCorp, Python, JSON, UIPath).
- **IT Business Consulting Services**, including GRC Maturity Assessments, Change Management, Security Assessment, Procurement Advisory Services, and IV&V Services.
- **Project and Program Management.**

Services and Certifications

Tunabear is a partner with both Oracle and Celonis, and we offer services from numerous certified consultants. Examples of our certifications include PeopleSoft, Oracle Cloud Applications, Oracle EBS, Salesforce, Celonis (Solution Professional, Implementation Professional, Sales Professional, App Creator), HubSpot, PMI (PMP), ISACA (CISA), AICPA (CPA), and others. Each of these certifications requires significant training and/or experience in the field.

Tunabear has built its business on three key principles:

- **Advocacy** – committing to clients directly and acting only in their best interest. Rather than focusing on the bottom line, Tunabear focuses on being a true advocate to its clients and partners, ensuring the very best outcomes.
- **Sustainability** – Tunabear has 100% positive client references and has never been removed from a project.
- **Accountability**– Tunabear understands the importance of their work and takes pride in providing excellent deliverables. Our team members take ownership of anything they do.

Tunabear's Background and Experience

Since 2010 Tunabear has implemented, upgraded, and/or supported systems in numerous locations throughout the United States. Many projects and support roles in which we have participated required extensive, advanced systems analysis and design work for complex and diverse application systems with multiple sub-systems, programs, files, databases, and users.

Following are some excellent examples of projects demonstrating our analytics and design support expertise:



- From 2017 through 2021, Tunabear had up to 20 consultants working on the University of California Office of the President (UCOP) UCPATH Project, a PeopleSoft HCM/Payroll implementation serving over 250,000 employees monthly. Tunabear brought in senior consultants to cover for other firms' less experienced consultants. Our consultants delivered successful conversions and cutovers at UCLA, UC Santa Barbara, UC Riverside, UC Merced, ASUCLA, UC Berkeley, UC Davis, ANR, UC Irvine, UC Santa Cruz, UC Hastings, UC San Diego, and UC San Francisco.

Tunabear senior consultants were integrally involved in the success of the UCOP Ascend Project which focused on a centralized, common Chart of Accounts (COA) for all campuses. The financial application at UCOP was Oracle EBS. Our consultants analyzed and mapped the accounts for several campuses to the new, centralized GL chart of accounts at UCOP and distributed Payroll costs to the campuses' financial applications. This work went on to include conversions, outbound integration for Commitment Accounting entries, and inbound integration of Payroll entries.

- At the University of North Carolina, Chapel Hill, our senior developers were key in developing all custom solutions and conversions for the Financials and HCM implementations and were asked to continue supporting production for over a year after the systems were deployed.
- At Lone Star College, the Tunabear team provided technical consulting services for the implementation project. Our work included system analysis, project management, process and data mapping, specifications, design, programming, technical and functional documentation, and user training and support, which resulted in a successful rollout at the College. We continue to be asked to support Lone Star's systems.
- At the University of Texas at Dallas, Tunabear provided Financials, HCM, Security, and Hyperion implementation and support services. We designed and rolled out a complex Payroll bolt-on for Summer Faculty Pay. In addition, with our assistance, UT Dallas saved over \$350k annually with the automation of security administration.

In addition to resources supplied to the above-mentioned agencies, Tunabear provides an integral pool of experienced resources for numerous agencies, institutions, and consulting services partners. Tunabear reacts swiftly and consistently to provide resumes of consultants who exactly meet the specifications of its customers. Information and references about similar projects can be found in the *Client References* section below.

Client References

Tunabear has 14 years of Staff Augmentation experience, accumulating many contracts in that timespan, and too many to reproduce here. Below is a sample of the types of contracts we have fulfilled.



Institution Name	University of California, Office of the President
Contact Name	Pei-Ru Chao, Budget Development System Administrator
Phone	(510) 587-6454
E-mail address	PeiRu.chao@ucop.edu
Service Dates	2015 – present
Description of Project	Developed Payroll commitment accounting and labor distribution functions for multiple campuses, including end-user training content and delivery. Provided conversions for standardized UCOP Chart of Accounts; Assisted with FSR Project and continued to provide IT and functional support. Continue to provide support at UC Path Center, which supports HCM and Payroll for all UC Campuses, Centers, and Labs.

Institution Name	Lone Star College
Contact Name	Marc Roberts, Director of Enterprise Applications
Phone	(832) 813-6500
E-mail address	Marc.roberts2@lonestar.edu
Service Dates	2019 – present
Description of Project	DBA OnDemand Services, such as Database Performance Tuning and troubleshooting, Everyday Database Maintenance, Database Stabilization, Application Performance Tuning, Script Creation/Management, Major Database Upgrades, Implementing Database High-Availability Solutions, Technology Migrations and upgrades, Database Technology Selection Guidance, Business Intelligence, Data Warehouse Design & Implementation, Database Design & Implementation, Database Assessments, Addressing Database security issues.

Institution Name	Clackamas County
Contact Name	Casi Potter, Administrative Specialist
Phone	(503) 722-6651
E-mail address	cpotter@clackamas.us
Service Dates	2023 – present
Description of Project	PeopleSoft integration, customization, data conversion, upgrade, training, documentation, and deployments on an as-needed basis.

Quality of Services Guarantee

Tunabear is well known in the industry for providing Staff who are highly specialized in their fields of expertise. We provide the right Staff at the right time, and at a markup much lower than larger firms having significant overhead.



Tunabear prides itself in working together with clients to assure that team members on the client team fully understand our technical updates and that any other pertinent skills are transferred and communicated throughout our time there. We answer questions and are available at every turn to assure associates on your team have a complete understanding of our approach. We responsively and efficiently provide the necessary services to meet our client's needs on time and within budget and assist their team members with tips and tricks on how to effectively produce quality products within restricted timelines.

For each Work Order we accept, we will provide one or more resumes of available Staff who are qualified, trained, and prepared to serve your needs. Our vetting process includes in-depth interviews, background checks, and reference checks necessary to ensure you are getting highly qualified, trained Staff and professional consultants. In addition to technical skills and experience, we also focus on interpersonal skills, past successes, integrity, social awareness, and diversity that meet the requirements of your Agency.

For quality assurance, we will assign the Lottery an Account Manager as a point of contact to coordinate activities. The Account Manager role will include responsibility for quality assurance, relationship management, and coordination of resources. Specifically, they will consistently review relationships, services, and deliverables to ensure they meet and exceed your expectations.

How Our Unique Team Dynamics Make All the Difference

Our Dream Team is successful because we're more than just a group of talented individuals. We're a true team, with each member bringing unique perspectives, skills, and backgrounds to the table. Here are a few examples of how our team dynamics make all the difference:

- Collaboration - Our team is constantly collaborating, sharing ideas, and working together to solve problems. This approach allows us to come up with innovative solutions that we wouldn't be able to develop alone.
- Diverse Perspectives - Our team is made up of individuals with diverse backgrounds, experience, and expertise. This diversity allows us to see problems from multiple angles and come up with creative solutions that other organizations might not be able to develop.
- Adaptability - Our team is flexible and adaptable, which allows us to quickly respond to changing circumstances or client needs.
- Continuous Learning - Our team is committed to ongoing learning and development, which allows us to stay at the forefront of our industry and continue to offer our clients the best possible service.

Advantages of Selecting Tunabear



At Tunabear, our core values shape and influence our daily decision-making: Trust, Respect, Leadership, and Innovation. We will always provide excellent outcomes for all our valued clients, in general, and for the Lottery specifically. Our team's character is built on impeccable integrity and reliability. We are committed to always following through on our word.

Tunabear values and respects our employees, business partners, and independent consultants, and empowers each to make ethical business decisions. Tunabear values innovative ideas and is willing to do whatever it takes to get the right tasks done right.

We firmly believe Tunabear is the right choice for the Lottery's IT temporary staff's needs. What differentiates us from our competitors are the facts about who we are:

- Organized yet adaptable.
- Experienced yet affordable.
- Knowledgeable yet teachable.

Provided Staff Within the Past 5 Years

Role Position	Name
Business Analyst	William Eschmann
Business Analyst	Manikanta Cherivi
Business Analyst	Anil Gajavelly
Data Analyst	Neelima Ganta
Data Analyst	Archama Sriram
Data Analyst	Harbinder Multani
Project Manager	David Hardacker
Project Manager	John Gaona
Project Manager	Rosalie Davis
QA Analyst	Karuna Sree Numburi
QA Analyst	Phillip Nguyen
QA Analyst	Hitesh Reddy
Software Developer/Engineer	Ben Stevens
Software Developer/Engineer	Nikki Unachukwu
Software Developer/Engineer	Tre Benson

SUMMARY

As a Project Manager and Senior PeopleSoft Consultant I provide expertise based on detailed analysis of my client's business goals, with which I use to provide cost and schedule protections and reduce risk through the application of project management methodology. In the twenty plus years of my career with business resource system implementations, upgrades and data conversions, I've had a "high quality, on budget, in scope and on time", record of success. I possess excellent communication skills and access to a wealth of knowledge which combined with my very good people skills, has proven invaluable to the teams I've managed. I am "hands on" and continuously initiate, contribute to and QA project deliverables.

PROFESSIONAL EXPERIENCE

Senior Business Analyst 1/23 – Present

Chapman University

- Senior Business Analyst supporting PeopleSoft 9.2 PUM 45 HR/Payroll and Benefits for higher ed. organization
- Collaborate with business areas on annual projects i.e. PUM upgrades, special projects and legislative changes.
- Responsible for collaborating with business areas related to tickets created.
- Work with technical developers on projects and tickets.
- Test for PUM upgrades and issues reported.
- Provide training to business areas including documentation and I on I walk throughs.
- Work with IS team to determine elimination of current customizations.

Project Manager/Change Management Lead 2/22 – 7/22

HMSHost

- Project Manager/Change Management Lead on a PeopleSoft to Oracle Cloud project
- Business areas impacted; Recruiting, OnBoarding, Core HR, Time & Labor, Payroll, Absence, Compensation, Performance and Learning
- Responsible for collaborating with client team resources to ensure on time delivery of assigned tasks
- Collaborate with implementation project managers on all project planning aspects
- Primary owner for planning and coordinating vendor readiness, communication and vendor deliverables
- Work with implementer project management team to prioritize issues
- Follow up with client actions/decisions and ensure timely closure
- Assist client team priorities at times of conflicting priorities
- Coordinate and manage UAT and Payroll Parallel test execution
- Manage client owned cutover tasks
- Identify and manage client related risks
- Drive and participate in the Steering Committee bi-weekly meetings

Senior Business Analyst 3/19 – 2/22

Rimini Street Inc.

- Senior business analyst providing business analysis for multi client base
- Provide legislative clarity and guidance for interpretation for solutions, including W-2, ACA, State and Local taxes
- Test legislative changes to PeopleSoft clients under Rimini Street
- Provide end of year expertise for year end activities
- Collaborate with technical developers on solutions for client updates
- Provide project collaboration utilizing Agile methodology
- Assist QA team as needed

Senior Business Analyst 8/18 – 3/19

University of California

- Senior business analyst on ITS payroll team
- Resolve business issues related to production payroll
- Develop and assist with execution of strategy for increased centralization of HR Operations
- Assist with Change Management - Planning and execution
- Provide internal expert consulting support for UC leadership team
- Provide Year End payroll initiatives
- Improve data quality (including cleanup)
- Provide an analysis of customizations and recommend standard alternatives

Test Lead – Independent Consultant 8/17 – 8/18

Client: University of California Santa Barbara

- Manage the strategic and tactical testing relationship with campus UCPATH program stakeholders (IT and business)
- Develop the overall testing strategy, scope, and master test plan for the testing program
- Coordinate testing across multiple testing phases, including System Integration Testing (SIT), User Acceptance Testing (UAT), Performance and End-to-End.
- Develop entrance/exit criteria for each testing phase
- Provide requirements and guidance for test data and test environment needs, including providing testing environment setup requirements and migration plans
- Coordinate team members in several functional units, leading and coordinating all testing within the testing program
- Develop project management documentation as needed, including work-breakdowns, schedules, task assignments
- Ensure that test automation is considered and utilized where appropriate; facilitate improving test processes and propose new ideas on how to improve customer satisfaction and quality of product
- Develop test result and assessment templates
- Collect testing metrics, develop reporting plans and report status to program participants and leadership and a wide audience of campus constituents
- Along with functional users and analysts, design, develop and execute manual and automated functional test cases that ensure the software meets the intended requirements and quality standards
- Evaluate test cases, test plans, and test processes for completeness, effectiveness and efficiency
- Provide leadership and consultation to program and application development groups for all testing related matters
- Accountable for Test Data Management, development and collection of testing requirements, evaluation of available data in repositories, identification of testing gaps

Senior Functional HCM Lead – Independent Consultant 5/17 – 7/17

Client: Vidant Health

- Develop HR Transformation Strategy
- Develop standardized processes
- Develop and assist with execution of strategy for increased centralization of HR Operations
- Assist with Change Management - Planning and execution
- Provide expert consulting support for Vidant leadership team
- Fully utilize PeopleSoft functions
- Achieve effective knowledge transfer
- Improve management reporting
- Improve data quality (including cleanup)
- Provide an analysis of customizations and recommend standard alternatives
- Provide PeopleSoft support for new initiatives

- Modules: Core HR, Payroll, Absence Management, Talent Acquisition, Benefits, Benefit Administration and Compensation

Senior Functional HCM (Absence Management) Lead – Independent Consultant 1/15 – 3/17

Client: Allegis Group

- Gather requirements for the implementation for Absence Management.
- Lead Fit/Gap sessions to determine level of customizations, if any, needed.
- Create design documentation for implementation. (PTO/Sick/Vacation leave accrual plans for all operating companies as well as state specific plans)
- Communicate with technical team during development to work out any design questions.
- Create test scripts and test during all phases of testing.

Senior Functional HCM (Payroll) Lead – Independent Consultant 7/14 – 12/14

Client: Advance Auto Parts

- Gather requirements for the integration of new organizations acquired by Advance Auto Parts.
- New organization is using Oracle EBS for HR and Ceridian for Payroll, create conversion scripts and requirement documents to facilitate the transition into PeopleSoft HCM.
- Create and execute test scripts for the conversion.
- Communicate with technical, functional and executives from acquired companies and Advance Auto Parts to determine requirements and best approach for conversion.

Senior Functional HCM Lead – Independent Consultant 1/14 – 7/14

Client: Mantech

- Document impact and solutions as it relates to HCM (Time and Labor) modules for the FIN upgrade.
- Build and deliver DEMO's of delivered functionality to help reduce current customizations in HCM modules.

Senior Functional HCM Lead – Independent Consultant 10/13 – 12/13

Client: Vanguard

- Lead for Payroll and Time and Labor production support. (Including Retro Pay)
- Provide expert guidance on Year End activities including Tax Updates 13E and F.
- Provide transition guidance from PeopleSoft HCM for Workday.
- Identify Data Elements from PeopleSoft that are needed for Workday configuration.
- Restructure business processes from PeopleSoft to Workday.

Senior Functional HCM Lead – Independent Consultant 6/13 – 10/13

Client: ACSI (Advance Central Services Inc)

- Lead on HR, Payroll, Benefits, Benefits Administration and Time and Labor modules.
- Provide expert guidance on transformation projects in a shared services environment utilizing PeopleSoft HR, Payroll, Benefits Administration, Time & Labor and GL.
- Provide production support on all PeopleSoft modules and ADP's eTime.

Senior Functional HCM Lead – Independent Consultant 8/12 – 6/13

Client: HTC (Horry Telephone Corporation)

- Lead on HR, Payroll, Benefits with Leave Accrual, Benefits Administration and Time and Labor modules.
- Secondary role on finance modules; General Ledger and Project Costing.
- Define requirements with client.
- Provide lead on fit/gap sessions.
- Provide guidance on configuration of foundation tables for HCM, Payroll North America with Retro Pay and Base Benefits
- Work with technical client side and implementer side for definitions of interfaces, conversion and reports.
- Lead for system testing, Unit testing, parallel testing and UAT.

Senior Functional HCM Lead – Independent Consultant 3/12 – 11/12

Client: Piggly Wiggly

- Stabilize current 8.9 HCM environment by analyzing core foundation table configuration; including Position Management structure.
- Assist with OnBoarding integration with Active Directory and SharePoint.
- Provide ongoing production support.
- Implement ePerformance.
- Finalize implementation of Time and Labor (previously did all the work for configuration and testing on previous engagement).
- Integrate PeopleSoft 9.1 Financials with HCM 8.9
- Prepare for potential upgrade to HCM 9.1

Senior Business Analyst – Independent Consultant 9/11 – 2/12

Client: The State of Maryland

- Write system and business requirements for Time and Labor, Payroll and Leave Accrual.
- Meet with Business Process Owners within The State of Maryland to validate business and system requirements.
- Serve as a SME for The State of Maryland in the business areas of Time and Labor, Payroll and Leave.

Senior Functional HCM Lead – Independent Consultant 5/11 – 9/11

Client: Church of Latter Day Saints

- Functional lead hired to guide client through their upgrade of HR, Payroll, Time and Labor and implementation of Absence Management.
- Document and configure new features in Time and Labor. i.e. Approval Workflow Engine.
- Implement basic Absence Management for leave accrual processing.
- Unit test new features of Time and Labor and Absence Management.

Senior Functional/Time & Labor Lead – Independent Consultant 3/11 – 5/11

Client: Harvard University

- Review and validate functional specs related to Time and Labor rules and rule programs.
- Validate rules are still applicable from the transition from 8.9 to 9.1, specifically from a TRC approval standpoint. Client is moving from TRC approval to Workgroup approval which changes their rule definitions.
- Create test plans and execute test cases.
- Design and implement Workflow approvals for Time and Labor and Absence Management.

Senior Functional Lead 7/10 – 3/11

Client: Florida International University

- Functional lead for HR (Position Management), Payroll, Benefits, Time and Labor, Recruiting and eApps of PeopleSoft 9.1
- Manage deliverables i.e. develop and deliver Fit/Gap analysis, configuration documents, testing cycles and issue management.
- Manage and validate data conversion with technical and functional team members.

Project Manager/Time & Labor Lead – Independent Consultant 3/10 – 7/10

Client: Piggly Wiggly

- Validated set up of Time and Labor
- Reconfigured several key Time and Labor business rules.

Senior Functional/Time & Labor Lead – Deloitte 5/09 – 3/10

Client: VCCS – Virginia Community Colleges System

- Functional Lead of 5 member consulting staff.
- Time and Labor lead, Absence Management/Leave Accrual Co-Lead for V8.9 implementation.
- Work directly with Project Manager to provide consolidated staff status reports.
- Develop meeting schedule for current business process definition, future state design and testing strategy.
- Review requirements and receive sign off from client for understanding and verification.
- Assist in the development of the conversion strategy with the Technical lead.
- Lead all different stages of testing (Unit, System, Acceptance and Parallel).
- Develop cutover strategy.

Senior Consultant – Tek Systems 11/08 – 2/09

Client: Siemens Shared Services

- Time and Labor lead for V8.9 upgrade and conversion.
- Provide routine communication to identified stakeholders.
- Developed project plan for HR, (CAN) Payroll and Time & Labor modules being upgraded and converted.
- Review requirements and developed designs for fit/gap analysis.
- Worked closely with Technical resources to develop and test interfaces for third party vendors.
- Participate in all different stages of testing (Unit, System, Acceptance and Parallel).
- Risk identification and Risk analysis.

Project Manager/Senior Consultant – BearingPoint 8/05 – 05/09

Client: Hobart and William Smith Colleges

- Project Manager for PeopleSoft HCM 9.0 implementation for a college in New York.
- HR (Position Management)/Base Benefits/Ben Admin/Payroll for North America with Retro Pay, Time and Labor lead.
- Developed project plan for modules being implemented.
- Developed and monitored staffing plan for project.
- Responsible for budget control of project.
- Reviewed requirements and developed designs for fit/gap analysis.
- Developed work around for 457 Savings Plan prior to BenAdmin being turned on.
- Worked closely with Technical resources to develop and test interfaces for third party vendors.
- Lead entire Testing effort through all different stages of testing (Unit, System, Acceptance and Parallel).
- Risk Planning and Analysis.
- While conducting post implementation support, I was extended at the clients' request to run their payroll and time & labor operations while the Payroll Manager was out on a medical leave.
- Conducted project closure procedures with client to identify lessons learned.

Client: County of San Diego 4/06 – 4/07

- Functional PeopleSoft lead on transition team analyzing the documentation status of a County government.
- PeopleSoft production environment HR, Payroll and Benefits V8.8, KRONOS Time keeper system.
- Analysis of the integration of new PeopleSoft applications ELM, with the current applications.
- Analyzed for the client an IVR solution versus a web-based solution for their Benefits and Open Enrollment needs.
- Utilized Peregrine for help desk support.
- Managed twenty new hires onto county project and interviewed candidate's specific to the PeopleSoft needs.

Client: State of Florida 9/05 - 3/06

- Functional Team member on Financial Services implementation for a statewide Financials ERP.
- Responsibilities included requirements gathering and documentation of functional specifications related to legacy payroll and PeopleSoft labor distribution interfaces.
- Design of customized payroll file feed to PeopleSoft General Ledger.

Senior Consultant - Drivestream (Independent Consultant) 7/06 - 11/06

Client: Ensco

- Responsible for project planning, risk planning and risk analysis.
- Fit/Gap analysis, requirements analysis and system configuration.
- Data conversion validation.
- Developed testing scripts for Global Payroll and Payroll North America.
- Developed training for Global Payroll users in several different countries. (US, Australia, Singapore, UAE, Qatar). Performed the training in Dubai, UAE.
- Analyzed business processes and made recommendations on where to improve process.

PeopleSoft Global Payroll Functional Consultant - Cherry Road Technologies 12/03 – 7/05

Client: Department of Defense (DOD)

- Analyze current Government business processes and translate them into PeopleSoft version 8.8/8.9 application processes by identifying business process re-engineering opportunities and participating in developing and enforcing standards and procedures for the PeopleSoft business processes.
- Develop Fit/Gap documentation for Business Processes.
- Collaborate with Development team to ensure design met technical specifications.
- Deliver project status updates as required by the Team Lead.
- Assist and coordinate with the setup and configuration of new functionality.
- Coordinate problem and issue resolution by identifying and documenting system issues and problems.
- Participate in all phases of Software Testing.

Project Manager/Functional Lead – Modis 5/03 – 12/03

Client: Massachusetts Turnpike Authority

- Provided expert PeopleSoft 8.x project management/functional knowledge to internal staff (25 users).
- Coordinated team activities as the Project Manager for functional and technical staff.
- Project staffing, work planning and budget control.
- Led project status and issue tracking updates as required by the IT Director.
- Analyzed current business processes and translated them into PeopleSoft version 8.8 application processes by identifying business process re-engineering opportunities and participating in developing and enforcing standards and procedures for the PeopleSoft/client business processes.
- Provided functional interface documentation for KRONOS to Payroll North America.
- Assisted and coordinated with the setup and configuration of new functionality (Recruit Workforce) to be tested and/or implemented in PeopleSoft version 8.8.
- Coordinated problem and issue resolution by identifying and documenting system issues and problems.
- Utilized PeopleSoft release notes and resolved issues and problems using the PeopleSoft Customer Connection as a resource.
- Lead the client functional team through the development of system design, conversion specifications, prototyping, and development of test scripts for system testing and acceptance testing.
- Scheduled and executed all systems and acceptance test cycles.
- Developed and implemented deployment and cutover activities.
- Developed, scheduled and delivered all end user training for client PeopleSoft users.
- Provided post implementation support.

- Responsible for overall quality of upgrade.

PeopleSoft HR Consultant - Independent Consultant 6/02 – 11/02

Client: Citigroup

- Supported HR directors and managers to establish best practices within HR for upgrade of software for U.S. and Canadian end users (60,000+ employees).
- Created and implemented customizations for PeopleSoft 8.3.
- Reviewed SQRs from development team to find bugs.
- Wrote test cases to test system and document results.
- Provided helpdesk support for Query contacts.
- Supported system Security Administrator by creating and maintaining permission lists, roles and user profiles.

PeopleSoft Consultant - Independent Consultant 8/01 – 11/01

Client: Commonwealth of Massachusetts

- Facilitated instructor led training for Web-based e-learning series to end-users.
- Collected feedback from end users during training and applied changes in the maintenance phase of the development cycle.
- Developed Time and Labor process flow presentation for instructors, highlighting key points and benefits of PeopleSoft 8.0 upgrade. Worked with non-technical end users to determine troubleshooting procedures and worked out bugs within the system.

Professional Accomplishments

- Certified Project Manager PMP 2009 - 2012
- PeopleSoft Enterprise 9 Human Capital Management, Human Resources Consultant Certified Expert
- Professional Certificates – Train-the-Trainer and Delivering High Performance Training
- Peoplesoft Training – Introduction to HRMS, Global Payroll, Peopletools I and II, Absence Management, General Ledger and Time & Labor
- AA, Criminal Justice, McIntosh College 1994
- United States Navy – Anti-Submarine Warfare Operator/Rescue Swimmer Petty Officer Third Class 1989-1991
- CSM – Certified Scrum Master 2020

Professional Affiliations

- APA - American Payroll Association Member 2007
- PMI – Project Management Institute Member 2009
- Scrum Alliance 2020

PeopleSoft Applications/Versions 7.0 – 9.2

- | | | |
|-----------------------------|------------------------------|------------|
| ◆ HCM w/Position Management | ◆ Base Benefits | ◆ Security |
| ◆ Payroll North America | ◆ Training Administration | ◆ Fluid |
| ◆ Time & Labor | ◆ Global Payroll Core Engine | |
| ◆ Benefits Administration | ◆ Absence Management | |
| | ◆ General Ledger | |

Technology Tools

- | | | |
|--------------------|------------------------|--------------|
| ◆ PeopleTools I/II | ◆ Application Designer | ◆ MS Office |
| ◆ Query Manager | ◆ Project Management | ◆ SharePoint |
| ◆ SQL/SQR | ◆ Change Management | ◆ ADP eTime |
| ◆ Spira | ◆ JIRA | ◆ Confluence |



SUMMARY

- Over Twenty (20) years of professional experience with application area expertise in PeopleSoft HCM 9x / 8x North American Payroll, Base Benefits, Ben Admin, Time and Labor, Absence Management, ESS, MSS, Core HR, Commitment Accounting, UPK and PeopleSoft Test Framework.
- Oracle certified specialist in Peoplesoft and Oracle certified specialist in Global HR and Payroll Cloud.
- Worked in implementation, upgrade, support & maintenance and conversion projects.
- Expertise in design, requirement gathering and development of ERP applications involving HCM.
- Involved in Tax updates, PUM updates for different clients and year-end processing for the USA and Canada.
- Involved in training, gathering requirements, and implemented Affordable Care Act (ACA) to generate 1094C and 1095C forms.
- Developed BRD (Business Requirement Document Specification), BSD (Business Solution Document), CRP's (Conference Room Pilot) and Use-Cases.
- Created functional design specifications, As-Is and To-Be business processes, gathering business requirements, performed fit-gap analysis, configuration and setups, test planning and execution.
- Excellent functional, communication and interpersonal skills with strong customer orientation and client interfacing skills
- Good Understanding of Software Development Life Cycle (SDLC) and Software Life Cycle Testing (STLC).
- Good experience of working on various model of SDLC like Agile Technology (Scrum, Kanban) and Waterfall.
- Involved in Unit Testing, SIT, Regression Testing, DR Testing, Smoke Testing and UAT Support.
- A highly motivated and hardworking individual with strong organizational skills and desire to learn new technologies.

SKILLS

PeopleSoft	PeopleSoft HCM 8.x / 9.x, with Payroll, Core HR, Benefits, Absence Management, Commitment Accounting, UPK, Time & Labor, ESS & MSS.
Oracle HCM Cloud	Global Human Resources, Payroll, Time & Labor, Absence Management, Benefits, HCM Data Loader (HDL), HCM extracts, Spreadsheet Loader, Payroll Batch Loader (PBL), Setups and Configurations, Fast Formulas, Oracle Transactional Business Intelligence (OTBI), BI Reporting.
Databases	Oracle, DB2, SQL Server.
Web Servers	BEA WebLogic Server, Internet Information Server, Tuxedo (App Server), SOAP, REST
Others	JIRA, HP Quality Center, IBM Rational Migration Tool.

CERTIFICATIONS, AWARDS, & TRAININGS

- Oracle Global Human Resources Cloud Certified Implementation Specialist.
- Oracle Payroll Cloud Certified Implementation Specialist.
- Oracle Certified Specialist in PeopleSoft.
- Good Knowledge on Certified Payroll Professional (CPP).
- Outstanding performance, valuable contribution, spot performance award.

EXPERIENCE

- Functional Consultant in ERP Analysts Inc., from Nov 2014 to Present.
- Senior Consultant in Infosys Ltd., from Apr 2007 to Nov 2014.
- Senior Consultant in NTT Data (Former Intelligroup Asia Pvt Ltd), from Jul 2006 to Mar 2007.
- Senior Systems Analyst in BirlaSoft Ltd., from Aug 2003 to Jul 2006.
- Consultant in CULTec Ltd, from May 2001 to Aug 2003.
- Application Consultant in Satyamedha Software Solutions, from Aug 2000 to Jan 2001.

PROJECTS

Sep'20 – Till date

HCM Functional Consultant, Optum, MN.

- Developed functional specification documents and business rules related to the modules Absence Management, Time & Labor, Benefits, Payroll, and HR.
- Configured Absence elements, takes, and supporting elements to build complex rules to support the business processes.
- Configured eligibility groups, element groups, sections, process list, and run types as part of the absence management framework setup.
- Administering the mapping of Earnings between Absence Management and Payroll for North America.
- Integration of Absence Management to Time and Labor to enable the processing of reported time
- Tested interfaces for Medical, Dental, Vision, EOI.
- Implemented Final Check, Online Check and Paycheck Modeler functionality.
- Worked on delegation & proxy timesheet approvals for Time and Labor using AWE/Delegation functionality.
- Successfully completed the setups and configurations for Open Enrollment.
- Tested Open enrollment process thoroughly in test environment for employees with different benefit programs and elections.
- Involved in Fluid Life Events, completed the setups and configurations for delivered and create custom life events.
- Timesheet validations for Non-exempt employees.
- Worked on referential integrity to see the performance for all time groups.
- information of both Elapsed and Punch timesheets to generate payable time data that is subsequently loaded into Payroll for North America.

Environment: PeopleSoft HCM, Base Benefits, Benefits Administration, Absence Management, Payroll for North America, Time & Labor, Core HR, PS Query, Rally, Workfront and Oracle.

Jun'17 – May'20**Functional Consultant, University of California, Oakland, CA.**

The Office of the President is the systemwide headquarters of the University of California, managing its fiscal and business operations, and supporting the academic and research missions across its campuses, labs and medical centers.

- Involved in functional processes and business rules related to the modules Payroll, Benefits, Core HR & Absence Management.
- Gathered requirements, developed design and mapping specifications for each module, and facilitate the sessions.
- Recommended process improvements based upon industry standard in addition to resolving integrated process issues.
- Execute Payroll for Monthly and Bi-weekly and involved in Payroll Parallel testing.
- Configured Absence elements, takes, and supporting elements to build complex rules to support university policies and business processes.
- Configured eligibility groups, element groups, sections, process list, and run types as part of the absence management framework setup.
- Extended Absences design and configuration.
- Identify, resolve and escalate project issues (when necessary) in a reasonable period of time.
- Develop clear and concise documentation that facilitates repeatable migration of the applications or processes.
- Acted as a liaison between business users and technical teams.
- Assisted the University's locations in converted data validation and issue resolution.
- Involved in FUT, System Integration Testing, DR, Smoke Testing.
- Performed application troubleshooting and problem solving.
- Prioritize the tasks effectively, deliver the tasks on time, and meet the deadlines.

Environment: PeopleSoft HCM 9.2, Payroll for North America, Benefits, Absence Management, Core HR, PS Query, JIRA and Oracle.

Oct'16 – Mar'17**Functional Consultant, Occidental Petroleum, Houston, TX**

Occidental Petroleum Corporation (Oxy) is a multinational oil and gas exploration and production company with operations in the United States, the Middle East, and Latin America. Headquartered in Houston, Texas.

- Gathered and Defined requirements, overall scope definition in terms of functional requirements, Fit-Gap Analysis and customizations.
- Responsible for running payroll cycles and verifying various pay calculation results.
- Responsible for System Testing, Functional Testing, Integration Testing, UAT and Smoke Testing.
- Created the Test Plans, Test Scenarios and Test Strategies.
- Involved in the Requirement gathering phase and Fit Gap Analysis by attending meetings with business users.
- Involved in Tax updates, Year-end processing and generated W-2s.
- Created new TRCs for Comp time off plans as per business requirements.
- Involved in several Benefit interfaces such as Voya interface, MetLife interface changes.
- Involved in step-by-step payroll processing and paycheck / advice creation.

- Designed functional design specifications and involved in system and user acceptance testing.
- Resolved production issues while running payroll process for Bi-Weekly, Monthly and Weekly employees.

Environment: PeopleSoft HCM 9.1, Payroll for North America, Time & Labor, Benefits, PS Query.

Apr'15 – Sep'16**Functional Consultant, Houston Methodist, Houston, TX**

Houston Methodist is a nonprofit health care organization based in Houston, Texas. It has extended the world-renowned clinical and service excellence of its founding entity, Houston Methodist Hospital, through a network of community hospitals.

- Created test scenarios and cases, tested in different phases: System, Integration and UAT support
- Tested all Interfaces, Customizations for Payroll & Benefits
- End-to-End Payroll execution, Tested all PS Queries as part of upgrade
- Parallel Payroll execution between V9.2 and V9.1 to check the accuracy of paycheck data
- Tested tax updates till 16C and Year end processing
- Involved on PeopleSoft Update Manager process and Fluid mobile user interface.
- Worked on reporting using queries and pivot grids
- Tested Leave accruals, PTO and Holiday accruals
- Verified the Balances, Deductions and before & after-Tax information.
- Garnishments and Retro pay processing
- Involved in open enrollment testing, benefit elections, enrollment using Benefit Administration process, and Life events testing in 9.2 vs 9.1.
- Tested interfaces for Medical, Dental, Vision, Caremark, COBRA, STD-LTD for Cigna, EOI (Evidence of Insurability to Aetna for Optional EE life and Optional Spousal life).
- Involved in training, gathering requirements and implemented Affordable Care Act (ACA).
- Involved in gathering requirements, data mapping, prepared data conversion documents when certain group of people from a company brought into the system.

Environment: PeopleSoft HCM 9.2, PeopleSoft Portal, Base Benefits, Benefit Administration, e-Benefits, ESS/MSS, Payroll for North America, e-Pay and PS Query.

Nov '14 – Mar'15**Functional Consultant, Houston Community College, Houston, TX**

Houston Community College is an open-admission, public institution of higher education offering a high-quality, affordable education for academic advancement, workforce training, career and economic development, and lifelong learning to prepare individuals in our diverse communities for life and work in a global and technological society.

- Involved in analyzing and gathering the business requirements for all enhancements and new requirements in the HCM system.
- Prepared the work order / functional specifications for all requirements.
- Created test scripts and involved in testing (SIT and UAT support).
- Developed PS Queries based on users requirements.
- Resolving the issues while running the payroll semi-monthly and GL Interface.
- Worked on Benefit reports for TRS and ERS.

- Worked on IPEDS and SOC codes for all Job codes to identify the classification.
- Setups to include Non-Taxable earnings codes for payroll.
- ESS & MSS setup for Non-Benefits Retirement Plan.
- Involved in ERS Benefits Reconciliation.
- PeopleAdmin to generate the data for all applicants.
- Good in Excel Pivot tables and V-lookups.

Environment: PeopleSoft HCM 9.1, People Tools 8.51, PS Query, Payroll for North America, Benefits, Time& Labor, BI Publisher, Oracle.

Apr '14 – Nov '14

Functional Consultant, Weatherford, Houston, TX

Weatherford is an oil and gas service company with a presence in every major oil and gas region of the world.

- Involved in system analysis and design, prepared documentation.
- Involved in analyzing and gathering the business requirements for security changes in the HCM system reduced from nine to four hierarchy levels, which provides more flexibility in reporting and security.
- Developed PS Queries in ELM to assign it to query based learner groups.
- Analyzed all interfaces / reports, which are impacted for the security changes.
- Analyzed all permission lists assigned to each tree node to provide proper security using department tree and security by permission list.
- Involved in reviews to ensure that quality of the goals are met for the project deliverables.
- Prepared test scripts and involved all phases of testing (unit testing, SIT and UAT support).
- Involved in functional design specifications for all the functionalities wherever the changes are impacted.
- MDM Integration: Synchronize the data between all products, mainly product, sub-product lines, region and legal entity.
- Created new security sets to provide security by a permission list.
- Created permission lists to provide proper security and should work as-is after hierarchy restructure.
- Developed new application engine programs, component interface and page designs to load the data from MDM.

Environment: Peoplesoft HCM 9.1, People Tools 8.53, PS Query, North American Payroll (US and Canadian), Benefits, Data Security, Oracle (SQL Developer).

Jun '13 – Mar '14

Functional Consultant, Boeing, Renton, WA

Boeing is the world's leading aerospace company and the largest manufacturer of commercial jetliners and military aircraft combined.

- Handled NA payroll and GTRS (Global Time Reporting System) modules to apply the bundles from six to thirteen, and involved in impact analysis, built and tested phases (unit, functional and regression testing) and worked closely with the business users to support UAT phase.
- Involved in parallel payroll testing after bundles applied to verify the payroll results were accurate.
- Involved in analyzing and gathering the business requirements for the paid time off functionality at Boeing, which has several online and batch program modifications to include the fixed dates for earning based plans.

- Involved in providing functional requirements to generate garnishment checks using XML publisher, which involves converting garnishment 3rd Party EFT payment processing/check printing to HRMS from CashDisb.
- Developed PS Queries based on the requirements.
- Worked on enrolling the time reporters for elapsed and punch, standard time eligibility and time details to assign the TRC for regular work.
- Managed delegation to approve the timesheet and managed schedules, login as a proxy manager for another manager to test the functionality.
- Involved in setups related to time reporting codes, workgroups and rule programs.
- Involved in BCW (Boeing Canada and Winnipeg employees into workforce) regression testing which has around 400+ scripts.
- Created PTF scripts for GTRS to reduce the time for executing the scripts.
- Involved in peer reviews to ensure that quality of the goals are met for the project deliverables.
- Prepared test scripts and involved in all phases of testing (Unit Testing, SIT and UAT Support).
- Designed the process to generate files for MIP (manager incentive plans) as per the client requirements.
- Involved in functional design specifications for all new requirements.
- Involved in estimating the effort required for each change request.

Environment: Peoplesoft HCM 9.1, People Tools 8.51.23, PS Query, NA Payroll, Commitment Accounting, Time & Labor, Oracle, UNIX.

Feb '13 – May '13

Functional Consultant, CSX, Jacksonville, FL

CSX Corporation is one of the nation's leading transportation suppliers. The company's rail and intermodal businesses provide rail-based transportation services including traditional rail service and the transport of intermodal containers and trailers.

- Involved in functional design specifications for all new requirements.
- Involved in estimating the effort required for each customization.
- Tax updates 13A and 13B, tax class remapping projects.
- Payroll executions for different frequencies, monthly, bi-weekly, weekly, semi-monthly.
- Production support issues, resolving priority 1, 2 and 3 incidents.
- Created queries for reporting.
- Executed the batch programs using JCLs and UNIX scripts.
- Scheduled the jobs and sent output files through the UNIX scripts to the vendor.
- Functional support to the teams whenever required.
- Responsible for gathering the requirements from clients, customers and core users regarding data and business processes and made the proper documentation.
- Involved in Unit Test scripts, UAT and implementation plans.

Environment: Peoplesoft HCM 9.1, People Tools 8.52, PS Query, NA Payroll, Benefits, Oracle, UNIX and Mainframes.

Apr '12 – Jan'13**Functional Consultant, Reed-Elsevier, London, UK**

Reed Elsevier is a world-leading provider of professional information solutions. A company that delivers improved outcomes to professional customers across industries, helping them make better decisions, gets better results and be more productive.

- Involved in system analysis and design, prepared documentation.
- Involved in configurations and payroll interface setups to extract files.
- Gathered all requirements from different business units (NZL, ZAF and PHL).
- Reviews to ensure that quality goals are met around project deliverables.
- Prepared functional design specifications to export the files to ADP vendor.
- Trained users from all locations how to generate files to send ADP to process Payroll.
- Involved in testing phases (Unit Testing and SIT) and provided guidance while doing UAT.

Environment: Peoplesoft HRMS 9.1, People Tools 8.49, Payroll Interface, Oracle

Oct '09 – Mar '12**Functional Lead, Lowe's Companies Inc., Mooresville, NC**

Lowe's Companies Inc is the second largest home improvement retailer company. Lowe's companies Inc, wants to upgrade the Peoplesoft HCM 8.8 to 9.1 with DB2; Re-Implementation of the project consists of modules like Core HR, payroll and benefits.

- Involved in system analysis and design, prepared documentation.
- Developed BRD (Business Requirement Document Specification), BSD (Business Solution Document), CRP's (Conference Room Pilot) and Use-Cases for the Peoplesoft V9.1.
- Prepared functional documents for all batch programs that were newly developed and retrofitted.
- Involved in end-to-end parallel payroll testing to validate the results.
- Performed unit testing, component integration testing, and system integration testing and UAT for payroll using Quality Center.
- Involved in resolving functional issues while performing system integration testing.
- Applied tax updates and in compliance with the US federal tax rules and regularizations.
- Reviewed all functional documents related to all batch programs during re-implementation of the PS V9.1
- Involved in gathering requirements, setups and configurations for Canadian payroll.

Environment: Peoplesoft HRMS 8.8 – 9.1, People Tools 8.51, Core HR, Payroll, Benefits, DB2, Mainframes and Quality Center.

Mar '08 – Sept '09**Functional Consultant, Symcor Inc., Mississauga, ON, Canada**

Symcor Inc. is a North American provider of business process outsourcing services for the financial services industry.

- Developed all Functional design documents for new enhancements, worked closely with Technical Lead to ensure for the better data solution for both Online and Batch programs.

- Analyzed the incidents and provided better solution and approach.
- Performed functional testing and System Integration Testing for Payroll Processing.
- Involved in resolving issues related to setup or employee related while performing System Integration Testing.
- Load Kronos time data file into PeopleSoft system for payroll processing.
- Requirements gathering to generate files for US Employees, and then send the encrypted files to ADP for payroll processing.
- Involved in tax updates, bundles and year-end processing to generate T4, T4A, RL-I slips.

Environment: Peoplesoft HCM 8.9, People Tools 8.46, Canadian Payroll, US Payroll, Benefits, Oracle, Windows NT.

Nov '07 – Feb '08

Functional Consultant, Stanford University, Stanford, CA

Stanford University currently has implemented the Peoplesoft suite of products to meet the core processing needs for its student administration, human resource and payroll functions.

- Gathered requirements and decision making for the useful features in the system.
- Prepared all functional design documents for online and batch programs.
- Performed unit testing and system integration testing for payroll processing.
- Developed queries specific to certain courses.
- Involved in resolving functional issues while performing system integration testing.
- Performed the gap analysis and provided better solutions.

Environment: Peoplesoft HRMS 8.0/9.0, People Tools 8.22/8.49, Core HR, NA Payroll and Oracle.

Apr '07 – Nov '07

Functional Lead, Sears Holding Corporation, Hoffman Estates, IL

Sears Holdings Corporation is a leading retail chain with over 3800 stores in the United States and Canada. Sears has merged with one of its close competitors Kmart and wanted to realize the synergy of all HR operations.

- Involved in system analysis and design, prepared documentation.
- Involved in preparing and reviewing the Batch Functional design documents for all modules like benefits, payroll, and workforce admin.
- Worked on consolidation of Kmart and Sears SQR programs.
- Performed extensive testing on the Parallel Payroll Validation between 8.3, Kmart and 8.8 – Sears's instances with parallel instance in 8.8 to verify all validations in payroll.
- Involved in execution of programs in SIT and UAT.

Environment: Peoplesoft HCM 8.8/ Peopletools 8.45, Peoplesoft HCM 8.3/ Peopletools 8.19, Payroll for North America, Benefits.

Jul '06 – Mar '07

Functional Consultant, Broadcom Corp, Irvine, CA

Broadcom Corporation is a global leader in semiconductors for wired and wireless communications.

- Developed Smart Flash enhancements for hire/ rehire, internal transfer and termination using Workflow notification templates.
- Developed FSA Interface, Cobra file using SQR.
- Worked on OE, deceased dependents and dependents with same address as employee in online screens.
- Worked on domestic partner health coverage offered by Broadcom using peoplecode.
- Worked on the tuning process for the program Deductions Balance Interface from ADP to Peoplesoft. Reduced the amount of time from ~3hours to 15mins.

Environment: Peoplesoft 8.8 HRMS, Peopletools 8.44, Payroll, Core HR, Benefits, SQL server, Windows NT.

Aug '03 – Jul '06

Systems Analyst, General Electric, Albany, NY

GE builds appliances, lighting, power systems and other products that help millions of homes, offices, factories and retail facilities around the world work better. GE has been implementing Peoplesoft payroll, benefits and T&L modules in V8.0. Currently GE processes payroll for 300,000 employees across the USA.

- Developed various reports, inbound and outbound files for payroll, benefits and time and labor.
- Customized self-service pages for salary and compensation.
- Developed HIPAA, IC outbound, manual checks, and W-4 tax Information etc. using SQR, App. Engine and Peoplecode.
- Customized W-4 tax information, W-4P, W-4C and W-4PC pages.
- Developed App. Engine programs for GE Time & Labor (Initialization load, edits, rules, and PSHUP Load).
- Developed App. Engine programs to backout the process for GE Time and Labor.
- Created development Standards.
- Developed technical design specifications based on functional requirements.
- Involved in FTP process for Interfaces and reports.

Environment: Peoplesoft 8.8 HRMS, Peopletools 8.44, SQR, App. Engine, Peoplecode, SQL Server, Windows NT.

May '02 – Aug '03

ERP Consultant, United Business Systems, Fairfield, NJ

The project was developed to maintain company employee information and various needs of reporting. The project was focused extensively on the customization of HRMS using people tools and the reporting tools.

- Responsible for development and implementation of Peoplesoft applications, People Code, Query, SQR programs and Workflow.
- Designed, tested, and implemented UBSs profit sharing comprehensive process.

- Designed and implemented department change SQR batch process, which updated Peoplesoft core tables and modified structure of Department security tree.
- Project involved design and development of SQR update programs; data clean up processes and reports.
- Setting up foundation tables. Hiring Employee-personal, Employment & Job data Customizing HR reports (Absence history, Union membership, Mailing labels, Emergency contacts etc.).
- Security: Creating permission lists and roles; granting securities for pages and menus to permission list. Using business process maps to incorporate company activity and workflow

Environment: Peoplesoft 8.12, People Tools, People Code, SQR, Oracle, Windows NT.

May '01 – Apr '02

ERP Consultant, Mobius, Clinton, NY

In this system, data is migrated from legacy system, which is in COBOL to Peoplesoft HRMS modules. This system has been developed in SQR to upload the data from the COBOL system into the payroll, human resources, and base benefits sub modules of Peoplesoft HRMS system.

- Identified the business needs and performed fit gap analysis.
- Created and maintained multiple environments such as development, testing and production using data mover.
- Modified several screens to take care of additional fields and validations.
- Involved in data mapping for the data of Peoplesoft to be matched with the fields in the legacy system.
- Customized an interface that uploads bank withdrawal information for each pay period.
- Developed SQR programs to generate reports to furnish information as required by the client. Tested all the programs using appropriate test data and supported and trained the end users

EDUCATION

- Master of Computer Applications, MK University, India
- Bachelor of Science, SV University, India

SUMMARY:

- Over **19+** years of experience in IT and Client/Server Web based ERP Application design, analysis, testing and production support utilizing **PeopleSoft HRMS/HCM and FSCM modules**.
- Expertise in PeopleSoft **person model** and HRMS applications **HR, Payroll, Commitment Accounting, Benefits, Ben-Admin, Pension Admin, Time and Labor and Absence Management**. PeopleSoft **FSCM** such as **General Ledger, Accounts Payables, Inventory, Accounts Receivables**.
- Strong exposure in the development of Core HR, North American Payroll Process, Pay Calendar Creations, Payroll Interfaces, Tax Audit Reports, Base Benefits, Benefits Administration, Time and Labor, eBenefits, Manager /Employee Self Service, Benefits Processing, Vendor Integration and Leave Accrual Process.
- Working knowledge of People tools such as **Application Designer, Application Engine, Component Interfaces, PeopleCode, HTML, XML Publisher, Process Scheduler, Integration Broker, and Application Messaging**. Working knowledge of Pagelet development using PeopleSoft portal.
- Thorough knowledge and hands-on experience using reporting tools, extensively used in PeopleSoft like **SQR, nVision, Crystal Reports and Query tools like PS/Query**.
- Worked on development and modification of **Interfaces and data conversion** from Legacy systems to PeopleSoft records by performing numerous validations using SQRs and Application Engine.
- Experienced in Batch Processes scheduling, Customization, Conversion and Migration.
- Designed numerous user-requested reports by piping data from PS/Query to both Crystal Reports and Excel.
- Possess sound experience in RDBMS concepts, good in SQL and PL/SQL programming and has been working on Oracle and SQL server platform.
- Involved in Full-length cycle implementation of PeopleSoft HRMS and working knowledge with **STAT** application for migrating projects and working knowledge on **Autosys** which is a scheduler to schedule Jobs for various applications in one place and where we can define dependencies.
- Worked on RICE Objects for generating reports, vendor Interfaces, Conversions and Client enhancements as needed.
- Well trained and understand the concepts in Workday HCM cloud enterprise applications in Reports and some of the integration parts.
- Very strong in fundamentals of programming using C, C++ on both Windows and UNIX.
- Highly organized, dedicated with positive attitude, self motivated and committed in individual and in teamwork.
- Possess good communication, analytical reasoning, logical and problem-solving skills.

EDUCATION:

- Master of Computer Applications, MCA, from Kakatiya University, India

CERTIFICATIONS:

- Oracle PeopleSoft Certified Consultant.
- Professional Scrum Master I (PSM I) Certified.

TECHNICAL SKILLS / TOOLS:

PeopleSoft:	Versions 9.2/9.1/9.0/8.9/8.8/8.3/8.0 (HR, Benefits, Ben Admin, Payroll, Commitment Accounting, Time & Labor, ePerformance, eTime, eBenefits, eRecruit, eCompensation).
Workday:	Conversion activities.
PeopleTools:	Application Designer, Application Engine, PeopleCode Debugger, Import Manager, Security Administrator, Object Security, Workflow, Application Messaging, PS/Query, Process Scheduler, Process Monitor, Component Interface, Maintain Security, Integration Broker, Upgrade Assistant.
Languages:	PeopleCode, SQL, PL/SQL, C, C++, COBOL, HTML, XML, Java.
Reporting:	SQR, nVision, XML publisher, PS Query, and Crystal Reports, Tableau
RDBMS:	Oracle 11g/9i/8i/7.x, DB2, SQL Server, MS Access.
OS:	WINDOWS XP/2000/NT/98, UNIX/AIX 5.3.
Other Tools:	STAT, Phire, HP ALM, JIRA, ServiceNow, Salesforce.

WORK EXPERIENCE:

Virginia State (DOA), Richmond, VA

Jun '21 – Till now

Senior PeopleSoft Consultant

Responsibilities:

- Functioning as a PeopleSoft HCM consultant in support of work in the HCM area especially Payroll, T&A and Integrations with Finance. Responsibilities are configuration, design, and testing of PeopleSoft applications within the HCM solution.
- Working as a senior analyst such as gathering requirements and preparing Functional and test cases for Payroll, Benefits, T&L, GL and Commitment Accounting interfaces and modifications.
- Supporting of Payroll for VA state employees for the HCM Cardinal system.
- Testing interfaces, working on Payroll parallel testing and other year end activities.

Environment: PeopleSoft HCM 9.2, PeopleTools 8.58

University Of Texas, Dallas, TX

Jan '21 – May'21

Senior PeopleSoft Consultant

Responsibilities:

- Working as a PeopleSoft HCM business systems analyst for University of Texas shared services as UT is implementing Recruiting and OnBoarding Activities dashboard for their campuses and working in supporting of HCM system and writing functional design specs for OnBoarding dash board functionality.
- Working on setting up a OnBoarding dashboard functionality for the new hires and customizing the template for faculty and student employees.
- Working on customizing the sub banner template to add few additional fields as the delivered is only accepting 3 fields at the moment.
- Supporting Payroll activities and other production issues.

Environment: PeopleSoft HCM 9.2, PeopleTools 8.58, Oracle 19c

University Of California, Oakland, CA

Jan '16 – Sep '20

Senior PeopleSoft Consultant

Responsibilities:

- Worked as a PeopleSoft HCM senior consultant for University of California as this project is a large implementation project and working in the HCM area for UCPath project. Responsibilities are configuration, design, Development and testing of PeopleSoft applications within the HCM solution.
- Responsible for meeting with business owners to capture and document all requirements related to HR, Benefits, NA Payroll, Absence Management and Commitment Accounting.
- Worked on benefits self-billing reports which are used to determine benefits premiums and validate all vendor payments which includes summaries and supporting details by plan type and vendor.
- Worked on loading of department budget funding information, Vendor voucher creation process which sends an information of garnishments and unions data over to financial system.
- Worked on loading the data via Excel to CI utility for setup components of HR, Payroll data including Department, Job Codes, Job Profiles, Deductions Codes, Earnings Codes and some of the transactional components such as Additional Pay Data, Employee deduction data.
- Customizations has been done on manage applicant page in order to provide more details to the customer as delivered page didn't deliver sufficient data fields and these are critical for managing applicant.

- Added few validations for UC locations when additional positions are attached to the same job opening as delivered doesn't have all the validations such as same job code, department, STD hours etc...
- Worked extensively on commitment accounting changes related to Local Accounting Mapping, Retro Pay changes, changing to location chart field configurations for fund, project attributes.
- Developed interfaces for Funding upload processes in order to load them into department budget data and journal write back process, voucher creation interface and effort reporting.
- Integration between the UCPath system and locations financial system has been developed using web service validation method. All locations where a chartfield string (combination codes) can be selected, a web service call needs to be made to the Financial System for campuses that are configured to use the web service validation method.
- Setting up payroll related tasks for bi-weekly, monthly and off cycle populations and run various test cases during our testing strategy in order to complete the running of GL actuals.
- Created custom payroll encumbrance report, Compensation and payroll expenses report for locations to use.
- Analyzing Human Resources/CA/Payroll/Benefits/ePerformance business processes; work with business owners to achieve consensus for business process changes and facilitate transition to best practices as supported by PeopleSoft HCM 9.2.

Environment: PeopleSoft **HCM 9.2**, PeopleTools **8.57**, PUM, Oracle I9c, SQR, STAT, HP Remedy, ALM, Service Now and JIRA.

University Of North Carolina, Chapel Hill, NC
Senior PeopleSoft Consultant

Feb '13 – Nov'15

Responsibilities:

- Functioning as a PeopleSoft HCM consultant in support of work in the HCM area and working on the HCM/FSCM implementation of PeopleSoft for the ConnectCarolina project. Responsibilities are configuration, design, development, and testing of PeopleSoft applications within the HCM/FSCM solution.
- Working as a senior analyst such as gathering requirements and preparing tech specs and test cases for Payroll, Benefits, T&L, AP, AR, GL and Commitment Accounting interfaces and modifications.
- Involved in development of custom Time & Labor rules using Delivered Template, Custom SQL objects.
- Designed and developed custom rules for Missed Punch, Punch greater than Twelve, In-Punch and Out-Punch for punch time reporter's generating custom exceptions Missed punch Exception, Late in Punch Exception, Early Out Exception and Punch hours greater than 12 Exception.
- Involved in testing and debugging the time administration process. Involved in mapping TRC to earning codes.
- Developed template-built rules, compiled rules to add relevant section in the Application Engine (TL_TA_RULES) controlling the time administration process.
- Following are the major tasks being performed
 - ✓ Time load interface to PeopleSoft from Kronos and vice versa
 - ✓ Design and develop an interface to Terminate benefit enrollments after the Termination or changing Perm to Temp or vice versa or change their grades or companies.
 - ✓ Complex Report New Paycheck/stub has been designed as per legacy UNC and heavily modified **PAY003 and DDP003** using SQR and BI publisher.
 - ✓ Developed bolt on pages to **ACA (Affordability Care Act)** for UNC special requirement.
 - ✓ Paysheet Creation process designed and developed for all Non-Active population
 - ✓ Worked on data loading for HCM setup tables including Chart field values using Excel to CI utility.
 - ✓ Developed Tax Over-ride and Garnishment override to Paysheets.
 - ✓ Developed an interface for Additional Pay Data load.
 - ✓ Designed and Developed new process to load Benefits Help Desk in order to create new off-cycle paysheets to adjust balance tables.

- ✓ Working with the Integrations of the Talemetry 3rd party ATS system (Applicant Tracking Systems and Job Broad Casting) and the Candidate Gateway.
 - ✓ Created complex Pre-sheet audit Report as per UNC requirement.
 - ✓ Developed complex validation reports for Payroll and other areas in HCM to validate the data after each iteration in Payroll Process.
 - Facilitating appropriate knowledge transfer within the team and business offices.
 - Coaching, leading, and mentoring other team members.
- Environment:** PeopleSoft **HCM/FSCM/CRM 9.1/9.2**, **PeopleTools 8.53**, UNIX/AIX 6.3, Oracle 11.1g, SQR, STAT, Phire, HP Remedy.

Office Depot, Boca Raton, FL**Apr'12 – Dec'12****PeopleSoft HCM Techno Functional Consultant, Upgrade from 8.9 to 9.1****Responsibilities**

- PeopleSoft HCM 8.9 to 9.1 upgrade (HR, NA Payroll & Benefits, eModules).
- Worked on Fit-gap analysis between 8.9 and 9.1 to get rid of customizations for ODP.
- Worked on retrofitting various objects like App Engines, Cls and Views in 9.1 which are brought over to 9.1 and analyzing whether the custom functionality needed for 9.1 or not.
- Customized the Billing Invoice, added Client Logos and **custom fields onto the Invoice report**
- Worked on Integration between new hire interface between PeopleSoft and third-party applications using Integration Broker.
- Worked on App Engine/Cl's for Ben Admin, to load the JOB DATA for all the active employees to change their Benefit system to BA from BN. And also, working on Part time Hawaii employees to check their eligibility for Ben Admin to load Elig config2 field on JOB based on their TL payable time, also for Elig Field1 for Manager Level changes and Elig Field3 for Expat.
- Functional and Technical Analyst for the eProfile, eCompensation and ePerformance (ESS and MSS) module, assisting client on Manager Dashboard setup and Org Chart viewer setup. Also, working on the AWE configuration setup for workflow transactions.
- Actively participated in the Requirements gathering Design sessions.

Environment: PeopleSoft **HCM 9.1**, **PeopleTools 8.52**, UNIX/AIX, Oracle 11.1g, SQR, Phire.**Giant Eagle, Pittsburgh, PA****Jan '11 –****Feb'12****Senior PeopleSoft Analyst****Responsibilities:**

- Primary responsibilities including Supporting **HCM (HR, NA Payroll, Benefits, T&L, and Absence Management)**, **FSCM**, Portal and CRM applications and working on any projects on development which includes gathering functional requirements by meeting with users and other parts of IS groups and completes the development in a timely manner.
- Developed interfaces for new 401K vendor "Principal Financial Group" which are Demographic Data, Beneficiary Data and Loan amount Interfaces.
- Developing shell scripts using UNIX/AIX which includes FTP/SFTP where client system connects to the vendor based on based on various transmission methods like SSH key with specific port numbers, password with Expect command.
- Working on PS admin tasks which include Start and stop app server and web server and clearing the cache when needed by the users and working on TAX updates with business in order to test and apply them in Prod in a timely manner.
- Worked on Payroll Year end tasks to assist users to load W2 data using delivered processes like TAX960LD/US/LC.

Environment: PeopleSoft **HCM, FSCM, Portal and CRM 9.0**, **PeopleTools 8.50**, UNIX/AIX 5.3, Oracle 11.1g, nVision, SQR, STAT, Autosys, Mobius.

Verizon, Boston, MA
Senior PeopleSoft HCM Consultant

Jul '10 – Dec'10

Responsibilities:

- Developing project functional requirements by meeting with users and other IS personnel.
- Gather **Data conversion/ Consolidation** requirements for foundation and employee data tables and build the code for all the setup tables and Transactional tables for new 9.1 environments.
- Gather data conversion requirements for any key functionality that should be migrated to 9.1 as a part of upgrade.
- Analyze, design, build, test, document, and implement reports and interfaces/conversion programs.
- Developing **integration between 8.9 and 9.1** environments for few personal data records and setup tables.
- Strong analytical skills and a clear understanding of ERP, HR Systems, and business concepts.
- Utilize hands-on creation and management of new applications using PeopleTools, Crystal Reports, SQR, Application Engine, Component Interface, and Integration Broker.

Environment: PeopleSoft **HCM 9.1/9.0/8.9**, **PeopleTools 8.50/8.49**, Linux, Oracle 11.1g, SQR.

Affiliated Computer Services, ACS, Pheonix, AZ
Senior PeopleSoft Consultant

Oct '07 – Jun'10

Responsibilities:

- Developing a comprehensive understanding of the core functionality offered in **HR, N/A payroll, and Benefits and Absence Management** modules of PeopleSoft 8.9/9.0/9.1, including the PeopleSoft integration with Virtual Edge for Recruiting, PS Time & Labor for Time and Attendance and Focus for ESS and MSS applications.
- Trouble shooting HR and Payroll issues as part of daily **production support and supporting N/A payroll** for Semi-Monthly, Bi-Weekly and LTIP payrolls in order to confirm the checks in the timely manner.
- Working closely with vendors related to file transmission issues and proactively working closely with other application team members to resolve any integration issues in timely manner.
- Worked on RICE Objects for generating **reports, vendor Interfaces, Conversions and Client enhancements** as needed.
- Experience in setting up new benefits plans and reconfigure existing system.
- Integration experience with external **Benefits Providers, handling Open Enrollments** and setting up and maintenance for Savings Plans within PeopleSoft application.
- Developing and managing application code, user interface, and third-party integration components for the core product offering using PeopleSoft's PeopleTools application development environment or other established development techniques.
- Conducting Unit, System and Integration testing and adhere to predefined quality assurance standards.
- Develop and coordinate application enhancements and bug fixes with offshore developers and testing resources.

Environment: PeopleSoft **HCM &FSCM 9.1/9.0/8.9**, **PeopleTools 8.48/850**, **UNIX**, Oracle 9X, nVision, SQR, XML Publisher.

Broadcom Corporation, Irvine, CA
PeopleSoft Developer

Feb'07 – Sep'07

Responsibilities:

- Serving as Peoplesoft HCM 8.9 on **HR, N/A Payroll, Benefits and Ben admin.**
- Analysis and design of Global Leave Accrual Process, involving into setup the leave plans, event rules, and eligibility rules and link it to a specific benefit program. Designing and testing custom Vacation and Sick Leave Accrual programs to accrue current and future leave balances based on fiscal year hours worked, service/seniority dates and union rules.
- Designed and **Developed functional, Technical specification, build code** and prepared test cases for Grant Summary Data Interface for processing of RSU Awards and Option Grant data into PeopleSoft HCM.

- Designed and Developed **UNUM Life Consolidated Interface** functional and Technical specification, build code, which is reporting of eligibility and enrollment information, is being manually reported to UNUM.
- Designed and Developed **COBRA Outbound Interface** which is sending a Current COBRA eligible Employee personal, Spouse and Dependent information for the Medical and FSA plans to the Vendor.
- Design and Development of Functional, Technical Specification and prepared test cases for **Fidelity Outbound Interface** which is sending an employee personal and employment data and 401k and Roth benefit plans data to the vendor using Application Engine which is used Benefits Snap tables.

Environment: PeopleSoft HCM 8.9, PeopleTools 8.48, Windows XP, SQL Server 8.00, SQR.

NSTAR (IBM), Westwood, MA

Jul'06 – Feb'07

PeopleSoft Developer

Responsibilities:

- Worked on HRMS v8.9 person model on HR, North American Payroll, Benefits and Talent Acquisition as part of production support.
- Worked on Conversions and Interfaces like loading the educational data and e-mail addresses into PeopleSoft and Sending personal and benefits data to the vendor.
- Created Manager Self-Service pages to create/hire an External Applicant profile into Recruiting system.
- Worked on eRecruit Applicant & Job Index processes and related Application packages to apply HRMS v8.3 customizations.
- Involved in Fine Tuning the SQLs, which are used in Data Conversion Application Engine Programs to increase the performance.

Environment: PeopleSoft HRMS 8.9, People Tools 8.46/8.44, Peoplecode, Application Engine, Workflow, Component Interfaces, SQR, Windows XP, oracle 9i.

Deloitte

May'05 – Jun'06

PeopleSoft Developer

Responsibilities:

- Prepared the General Design Documents and Detail Design documents for the new custom processes and reports and worked on Position management system.
- Work involved analysis of functional specification and preparing technical specifications based on the given functional specification.
- Used Application Engine, Peoplecode and SQR extensively to create processes, outbound files and reports. Developed outbound files like Employee, Benefits etc using SQR.
- Designed and Developed Prudential Outbound Payroll Interface, to transmit deductions taken for elected employee-paid life insurance for full-time benefit eligible employees to Prudential.

Environment: PeopleSoft HRMS 8.8, People Tools 8.44/8.43, Peoplecode, Application Engine, Component Interfaces, SQR, Windows 2000, oracle 9i.

Deloitte – Blockbuster

Mar'04 – Apr' 05

PeopleSoft HRMS/Financial Developer

Responsibilities:

- Worked on Peoplesoft HRMS 8.8 on HR, Payroll, Benefits and Pension and AP, AR and GL.
- Worked on field mapping of legacy data with the corresponding PeopleSoft benefits and payroll data.
- Analysis of the Functional Specifications, Preparation of Technical Specifications, Design and Development, and Testing of PeopleSoft (RICE) Reports, Interfaces, Conversions and Enhancements objects.
- Worked on RICE objects, creating Reports, third party Interfaces and Converting data from the legacy system as part of the implementation.

- Designed and Developed interface for Unicru – Compliance file which sends for the prior calendar month to unicru with all active and terminated store employees.
- Extensively used Application engine, SQR and Peoplecode for new development.

Environment: PeopleSoft HRMS 8.8, People Tools 8.44/8.43, Peoplecode, Application Engine, Component Interfaces, SQR, nVision, Windows 2000, oracle 9i.

Birlasoft Inc.

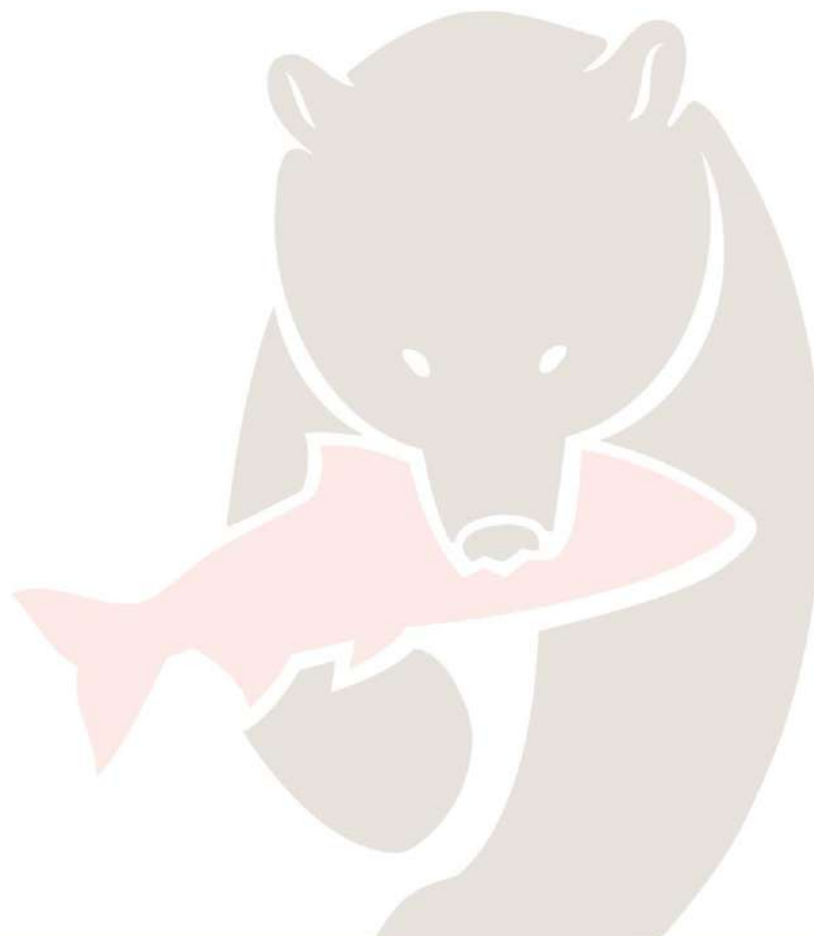
Mar'01 – Mar'04

Technical Consultant (Upgrade and Enhancements)

Responsibilities:

- Developed SQR interface for AMS (Attendance Monitoring System).
- Extensively used Application engine, SQR and Peoplecode for new development and enhancements.
- Customized Leave according to client requirement – CL/PL/General Absences. Added new components for capturing Casual leaves of accrual nature.
- Developed self-service modules to help employees with online access to HR activities, including vacation requests, personal profile, leave balances, ePay and compensation details.
- Handled Security related issues for certain roles and also giving department level security through Tree Manager.
- Involved in Upgrade of customized SQRs from HRMS 8.3 to Peoplesoft HRMS 8.8.
- Involved in User Acceptance testing and Training the users and post implementation support.

Environment: PeopleSoft HRMS 8.8/8.3, PeopleTools 8.44/8.43/8.17, Windows 2000, Oracle8i, SQR 6.1.2 and Crystal Reports 8.0.



EXPERTISE IN**Metadata Management****Data Governance****Requirement Elicitation****Requirements Analysis****Business Process
Improvement****Documentation
& Report Writing****Liaison & Coordination****PERSONALITY
TRAITS****Self
Motivated****Out-of-the-box
Thinker****Analytical & Problem
Solving Skills****Data Governance Analyst/Data Analyst****Excellent blend of analytical skills, technical (IT) background and leadership ability**

Results-driven industry professional with 15 years of insightful experience in Business Analysis, Data Analysis, Metadata Management, Data Modeling, Business Process Improvement and Reporting & Documentation; Possess good knowledge across Financial, Healthcare, Primary Mortgage and Secondary mortgage domain

COMPETENCY MATRIX

- ↳ Demonstrated ability to research, study and analyze data on customer preferences and market practices from a particular perspective and contribute in designing business strategy
- ↳ Led and Participated in data governance initiatives, ensuring compliance with data policies, standards, and regulations. Ensured Information Governance Framework enforced and effectively used across the organization.
- ↳ High-performing and skilled in driving process improvement initiatives with consistent success in maximizing operations and business efficiency; adept at interdepartmental coordination to maximize business functionality
- ↳ Skilled in translating complex data into actionable insights to support business decision-making. Ability to leverage my technical skills and reporting proficiency to contribute to data-driven strategies and organizational success.
- ↳ Proven experience in software development life cycle, including analysis, design, development, testing, implementation of software applications along with production support

PROFESSIONAL EXPERIENCE**JP MORGAN CHASE ▶****DATA GOVERNANCE LEAD ▶****MARCH 2018 – JULY 2023****Responsibilities**

- Functioned as Data Governance Lead for CTIA (Corporate Technology Information Architecture) team who works with data partners to advance data maturity in data management practices - Data Modeling, Data Provisioning, Data Governance, Data Quality and Metadata Management.
- Responsible for defining and implementing policies, procedures, and standards to ensure the effective and secure management of data within all the applications across CT. It involves establishing a framework to manage data quality, integrity, security, and compliance.
- Developed a well-defined data governance framework that outlines the governance structure, processes, and decision-making mechanisms related to data management.
- Developed and maintained metadata schemas and data dictionaries for various data assets within the organization in accordance with Information Governance Catalog (IGC).

- Utilized metadata to gain insights into data usage patterns, identify data dependencies, and recommend optimizations for data-related processes.
- Conducted data quality assessments to identify and resolve metadata inconsistencies and errors, leading to improved data accuracy and reliability.
- Implemented data classification and taxonomy structures to facilitate data organization and optimize data governance processes.
- Collaborated with IT teams to integrate IGC with other data management tools and systems, streamlining the metadata management process.
- Provided support during data audits and facilitated the resolution of metadata-related audit findings.
- Experience in creating and maintaining metadata schemas, taxonomies and ontologies.
- As part of Data Protection Initiative, was responsible to initiate appropriate Data Controls to be placed on PI related information.
- Ensured the best practices for organizing, structuring, labeling, protecting and archiving data in the Corporate Technology's information environment in the most effective and sustainable way in compliance with GDPR (Global Data Protection Regulation).
- Managing data privacy policies, compliance regulations across various applications and proactively tracking consent and data usage.
- Developed and maintained metadata schemas and data dictionaries for various data assets within the organization using IGC (Information Governance Catalog).
- Was responsible to identify and mark the Critical Data Elements (CDEs) across the firm by running a Sensitivity Data Scan on all Applications.
- Extensively used istool to support import and export metadata assets such as data resources, business intelligence assets, and logical data model assets, physical data model assets.
- Performed mappings in extension mapping documents to report on data flows
- Controlling access to data assets based on roles and permissions and monitored data access and usage.
- Collaborated with IT teams to integrate IGC with other data management tools and systems, streamlining the metadata management process.
- Provided data governance training on IGC tool to educate users on data governance principles, practices, and the importance of adhering to data governance policies.
- Documented training tutorials on IGC tool to equip end users with necessary working knowledge on the tool.

Environment: R Studio, MS Office (Outlook, Word, Excel, Visio, Access, etc.), MS Project, MS SharePoint, Erwin 9.2, SQL Server, Global IDs, Information Governance Catalog, istool

WELLS FARGO ► DATA GOVERNANCE ANALYST ► JULY 2016 – MARCH 2018

Responsibilities

- Conducted exploratory data analysis to identify trends and outliers; contributing to actionable insights for business teams.
- Participated in data governance meetings to gain insights into data governance strategies and challenges.
- Contributed to the development of data quality reports by analyzing metadata-related issues and trends.
- Assisted in the design and implementation of data governance policies and procedures, ensuring compliance with data management standards and regulations as per IGC tool.
- Collaborated with cross-functional teams to understand data requirements and establish metadata standards.
- Conducted training sessions for team members to enhance their understanding of metadata best practices and IGC functionalities.
- Worked closely with data stewards and data owners to define data lineage and maintain data lineage documentation for critical data assets.
- Utilized Collibra to establish Data Catalogs, Data Lineage (Business and Technical) for identified CDEs
- Assessing and monitoring the quality of data assets and setting up data quality rules and thresholds by using Collibra.

- Implementing data governance processes and workflows and assigned ownership and stewardship responsibilities.
- Contributed to the development of data quality reports by analyzing metadata-related issues and trends.
- Responsible for data mapping and data transformation to fit the target structure by converting data types, applying data validation, filtering, and aggregating data.
- Assisted in preparing comprehensive reports and presentations for internal and external stakeholders
- Competent in identifying and addressing data quality issues to ensure accurate and reliable reporting.
- Conducted data validation and verification to ensure data accuracy and reliability.
- Documented a run book for the IGC tool to help end users effectively use the tool to support data governance initiatives.

Environment: Agile Scrum, JIRA, MS Office (Outlook, Word, Excel, Visio, Access, etc.), MS Project, MS SharePoint, Erwin 9.2, SQL Server, Information Governance Catalog (IGC), Collibra, istool

FANNIE MAE, VA ▶
DATA ANALYST ▶
MAY 2014 – JUL 2015
Responsibilities

- Collaborated with business stakeholders to understand data needs and requirements for the project.
- Extracted, cleaned, and transformed data from multiple sources using SQL, Python, and Excel.
- Worked on project designed to facilitate the standardization of data across the division through centralized promotion and management of enterprise data tools, processes and standards.
- Functioned as lead & developer on multiple projects like Creation of Access database, Scorecard Metrics Project, CDR Release 2.0
- Involved in developing data requirements through structured data provisioning process. Maintained Requirement Traceability Matrix (RTM) to make sure that all the requirements are covered in test cases.
- Developed Use case diagrams, activity diagrams and system design diagrams.
- Conducted GAP Analysis by creating process flows highlighting the differences between the current (As-Is) environment versus the target (To-Be) environment.
- Led the Data Migration effort for EDW Migration from Teradata to Snowflake and ensured data transferred to the new system without loss or corruption.
- Proficient in extracting, cleaning, and manipulating data using SQL and Excel.
- Responsible for solving data related issues and communicating resolutions and partnered with DGO to ensure solutions adhere to the organization's data principles and guidelines
- Focused on data rationalization/ standardization to align with enterprise data standards.
- Provided support to end-users in understanding metadata attributes and proper usage
- Participated in cross-functional meetings to discuss metadata-related issues and propose solutions.
- Provided support to end-users in understanding metadata attributes and proper usage.

Environment: Windows XP, SQL, MS-Visio, UML, Agile SCRUM, DOORS, MS Office (Outlook, Word, Excel, Visio, Access, Forms).

CATAMARAN, PA ▶
DATA ANALYST ▶
JUN 2013 - FEB 2014
Responsibilities

- Reviewed the application business requirements and created the Functional Data Requirements document highlighting the changes needed within the Data Management team for the successful completion of the project.
- Created new conceptual, logical and physical data models using Erwin and reviewed these models with application team and modeling team.
- Conducted impact analysis for the proposed changes with various application teams
- Project involved documentation of business requirements for evaluating quarterly plans
- Assisted in data collection, cleaning, and analysis for various reporting projects.
- Conducted data quality checks to ensure reliable reporting.

- Resolved the data type inconsistencies between the source systems and the target system using the Mapping Documents and analyzing the database using SQL queries.
- Incorporated Cognos Plug-in in Microsoft PowerPoint to display quarterly reports in a PowerPoint presentation
- Prepared Business Requirements Document (BRD), Functional Specifications Document (FSD), Nonfunctional Requirements Document and Use Cases Specifications to facilitate data mappings
- Used ETL tools like Ab Initio GDE (1.14 Co>Op2.14), BRE/ACE for mapping source to target data aligned to documented business rules
- Worked on complete data mappings and data conversion
- Organized regular triage meetings to identify/ resolve critical defects

Environment: MS Office (MS Excel, MS Access, MS Word, MS Power Point), MS Visio, BRE/ACE

BLUE CROSS BLUE SHIELD, EAGAN, MN ▶ DATA MODELER ▶ JUL 2012 - JUN 2013

Responsibilities

- Project designed to support business requirements of EDW as it migrated from Oracle database to Teradata Platform - A multi-year initiative to re-source and integrate claims member and client data from external partners
- ICD-10 project is an enterprise wide program to fulfill federal mandate for ICD10 codes. Enterprise Architecture and EDIM were remediated to comply with federally mandated ICD10 parameters
- Involved in end to end management of data management lifecycle encompassing collating business requirements, designing logical & physical data models
- Evaluated/ mapped data; developed/ applied DDL to performance tuning
- Assessed performed gap of current CBM to IDW to identify gaps in client domain
- Created the logical and physical data models using ERwin8.2
- Designed semantic views to support reports used by actuarial department within BCBS
- Involved in identifying inbound and outbound assets requiring ICD10 remediation
- Ensured availability of mapping for crosswalk between ICD9 and ICD10 codes as well as implementation of limitations
- Identified critical areas of business risk and modified business processes to reduce risk by using Risk-Management Process.
- Worked with the Source System Subject Matter Expert (SME) to ensure that the extracts are properly mapped using SQL for data mapping and querying.

Environment: Oracle 9i, Teradata 13.1, DB2, SQL, PL/SQL, MS Office, ERwin, Windows Server 2003, Rational Clear Quest, Teradata SQL Assistant.

COACH, NY ▶ DATA ANALYST ▶ MAR 2012 - JUL 2012

Responsibilities

- Project designed to document data flow between SAP and other systems- JDA, CPS, PLM, and Supply Chain Integration Controller with regards to Supply Planning Process
- Involved in translating end-user requirements into detailed specifications
- Evaluated data flow between SAP & other systems; understanding inter dependency involved pertaining to Planning and Distribution Process
- Developed/ maintained business process design documentation, functional specifications, unit/ integration test scenarios and scripts
- Set up/ administered user support documentation and provide training and coaching to end-users to optimize solution utilization

Environment: SAP-Material Management, SAP-Sales and Distribution, JDA, Microsoft Access, Microsoft Visio, SQL Server 2000, MS PowerPoint, MS Access, Microsoft Excel.

ALLIANZ, MN ▶**DATA MODELER ▶****SEP 2011 - DEC 2011****Responsibilities**

- Project designed to manage relationships between primary representatives assigning function to the secondary representative
- Developed Logical & Physical Data models for Questar Relationship Management by using Erwin 7.3
- Generated DDL (Data Definition Language) scripts using Erwin 7.3
- Assisted the DBA in physical implementation of data models
- Set up Stored Procedure Specs and assisted the DBA with the implementation
- Ensure that all documentation starts from baseline and adheres to standards and communicate back to base team suggestions for changes or enhancements to standard documentation.
- Prepared graphical depictions of Business process diagrams, State Diagrams, Activity Diagrams, and Sequence Diagrams using Visio.

Environment: ERwin 7.3 ,PL/SQL Developer, TOAD-Data Analyst – 2.1,Oracle 9i,Quality Center- 9.2, Microsoft Access, Microsoft Visio, SQL Server 2000,MS PowerPoint ,MS Access, Microsoft Excel.

PREVIOUS ASSIGNMENT

Wells Fargo, MN ▶ Apr 2010 - Aug 2011
Data Modeler

Freddie Mac, VA ▶ Jan 2009 - Mar 2010
Data Analyst

IBM CO ▶ Jan 2008 - Dec 2008
Data Modeler

Wells Fargo Home Mortgage, IA ▶ Jun 2007 - Jan 2008
Data Analyst

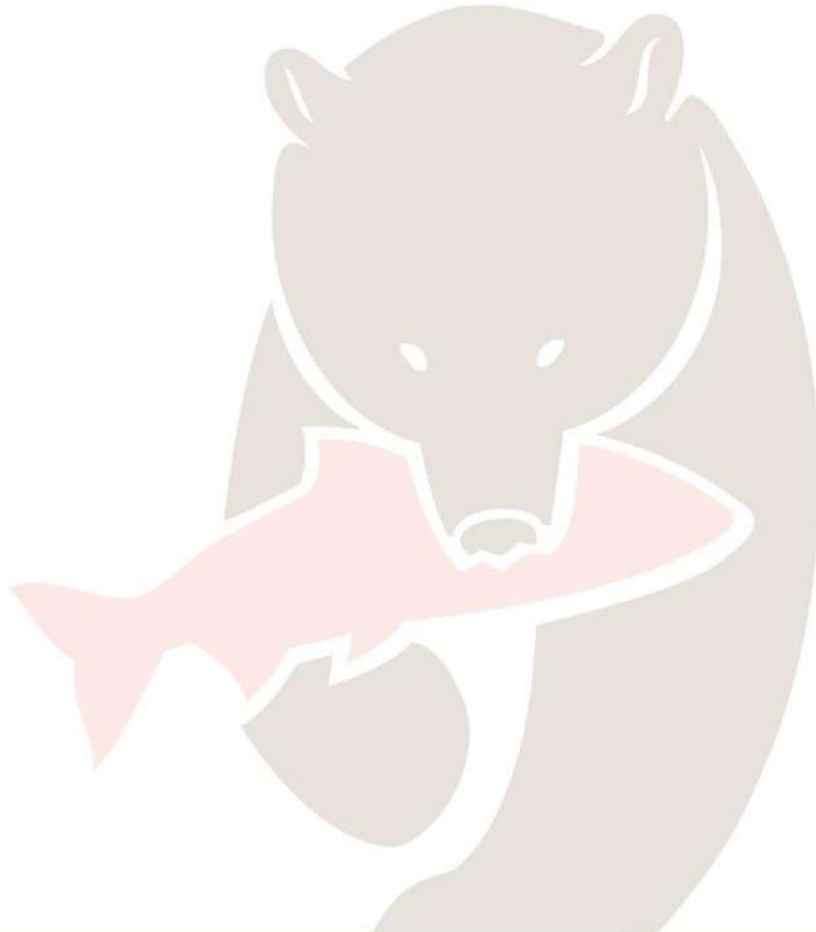
Freddie Mac, VA ▶ Dec 2006 - Jun 2007
Data Analyst

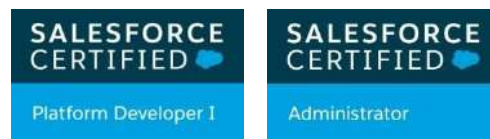
EDUCATION

- **M S (Electrical Engineering)**, Fairleigh Dickinson University 2006
- **B Tech (Electronics and Communication)**, Shadan college of Engineering and Technology 2003

IT Forte

- **Data Governance Office** IBM Information Governance Catalog (IGC), Collibra, Ab Initio, Manta, Oversight & Governance including Accountability, Metadata Management (MDM), Master & Reference Data Management
- **Operating System:** Windows 95/98/NT/2000/XP, UNIX, Linux, OS 9, OS X
- **Databases:** ORACLE 9i/8i/8/7.x, MS SQL Server 2000, MS-Access, DB2 and Teradata
- **Testing Tools:** WinRunner7.6/7.0/6.0, Quick Test Pro, Load Runner 7.8/ 7.02.Rational Suite, Rational Rose, Rational Requisite, Rational ClearCase, Rational ClearQuest
- **Data Modeling Tools:** Embarcadero ER Studio, Erwin Data Modeler/ Model Mart, Rational Data Architect (RDA), Power Designer
- **Project Management Tools:** Object Oriented Analysis and Design (OOAD) Using Unified Modeling Language (UML) Rational Unified Process (RUP), MS Project, MS Visio, SDLC, JDA, IGC (Information Governance Catalog)
- **BI Tools:** COGNOS 7.0, Business Objects 4.0/5.0/6.0 and Crystal Reports





WORK EXPERIENCE:

- 8 years of IT experience with strong Object-Oriented Analysis, Design, and Programming skills with extensive experience including 5 plus years in Salesforce CRM and Force.com platform with proficiency as a Developer, Administrator.
- Experience in Administration, Configuration, Implementation, Lightning, and support with the Salesforce platform.
- Adapt in the lightning aura and lightning web components
- Customized existing Visual force to align with Salesforce's new Lightning UI experience.
- Designed multiple Lightning Components, and added CSS and Design Parameters that make the Lightning component look and feel better.
- Involved in emphasizing Sales Cloud and Service Cloud and Oversee current Sales Cloud & Service Cloud environments while assisting with the vision and standards for new Salesforce.com solutions.
- Used Salesforce Lightning Design System (SLDS) for developing Lightning Components, Actions, Event, and Server-Side Controller.
- Experience in creating Custom Buttons, Custom Settings, and Custom Labels. Experienced in Integrating App Exchange Applications with Salesforce, Mass E-Mail.
- Strong Experience in creating, and managing Applications, Custom Objects, Custom Tabs, Fields, Relationships, Page Layouts, Record Types, Validation Rules, Email Templates, Report Types, Workflow Rules and Approval Process, SOQL, SOSL and Governor Limits.
- Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
- Proficiency in administrative tasks like Custom Objects, Analytic Snapshots, and Dashboards, Creating Roles, Profiles, Users, Email Services, Page Layouts, Actions, Reports, and Approval Processes.
- Competent in creating various Reports (summary reports, matric reports, pie charts, dashboards, and graphics) and Report Folders.
- Hands-on experience in Email Handlers like Inbound Email Handler and Outbound Email Handler.
- Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Components, Apex Web services, Org - Wide default, Sharing rules, Work Flows.
- Experience in creating Collections like List, Set, and Map.
- Experience in writing the Annotations, Assertions, and Apex Test Classes.
- Knowledge on WSDL, web services SOAP API, BULK API, REST API, force.com callouts, Batch and Schedule Apex Programs.
- Experience in working beyond the Governor Limits by Using Batch Apex and Schedule Apex. Ability to write complex SOQL, Dynamic SOQL, and SOSL queries across multiple objects within the SFDC database.
- Used tools such as Eclipse IDE, Jenkins, ANT migration tool, and Change sets to deploy code from sandbox to production.
- Experience in Salesforce.com CRM integration, developing and deploying custom integration solutions.
- Experienced in scripting languages like HTML, XML, CSS, JSP, AJAX, APEX Web Services API development skills and Java Script, Web Services-Axis.
- Hands-on experience with Marketo which is 3rd party cloud-based tool integrated with Salesforce.com for leads and campaign management
- Created tasks using CPQ and Opportunity Management.
- Strong knowledge of SFDC standard data structures and familiarity with Force.com Explorer, Data loader, and Import Wizard. Experienced working with salesforce.com sandbox, production environments, also with Eclipse IDE Force.com Plug-in environments.
- Expertise in maintaining the functional areas of Data Management, Campaigns, Leads, Forecasting Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards, and Reports.

- Experienced working in development support for System Testing, User Acceptance Testing, and Production support.
- Expertise in testing Client/Server, GUI applications, and Internet/Intranet-based business applications including development and implementation of test plans, test cases, and test scripts, and system development life cycle.
- Worked on Agile/Waterfall development methodology.
- knowledge of Integration Tools like CTI (Computer -Telephony Integration).
- Upgraded some Apps from Salesforce Classic to Lightning Experience to develop a rich user interface and better interaction of pages.
- Worked on Salesforce Platform to build Mobile App by enabling Lightning Components for use in Salesforce mobile platform to make Lightning Application mobile.
- Experience in maintaining 1100 users in salesforce.
- Proficient in implementing business logic and batch process in backend using

PROFESSIONAL EXPERIENCE

Client: ATT, Redmond

Jan 2020 – Present

Role: Sr. Salesforce Developer

- Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Visualforce, Force.com IDE, Migration Tool, and Web Services API.
- Responsible for gathering the requirements by coordinating with the business analysts, developers, and project managers, to better customize, and utilize the full functionality of the Salesforce.com CRM solution.
- Migrating from Salesforce Classic to Lightning and created Lightning Components.
- Performed the roles of Salesforce.com Developer and Administrator in the organization.
- Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end-users, which help in sales enhancements.
- Added Lightning Component to Lightning Pages and Record Pages. Have worked on Apex classes, Visualforce Pages, Controller classes, and Apex Triggers for various functional needs in the application.
- Technical knowledge about Salesforce Lightning Components, Lightning connect lightning Design System.
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
- Registered to events like listeners to handle Lightning events and Developed Events to interact with the Salesforce Application.
- Created Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API.
- Creating a new User Interface using JavaScript, HTML, and CSS in Visual Force Pages.
- Maintenance of installed Managed Packages in lightning using Apex.
- Designed various WebPages in Visual force for customers to select a variety of services offered by the org and integrate them with the pricing team.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Used Jitter bit cloud data loader for data migration and Integration.
- Developed Visual force pages using, CSS, and Bootstrap.
- Created and used Email templates in HTML and Visual force.
- Worked on Lightning Process builder, flows, Connect API, Chatter and quick Action.
- Used Change Sets for migrating data from one sandbox to another sandbox environment.
- Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.

- Implemented Web service using visualforce framework to promote the quotes from external systems to CPQ.
- Implementation of components and wireframes using cross-browser compatible JavaScript, jQuery, and AJAX.
- Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
- Used Salesforce Automation Process, created workflow rules, and defined related tasks, time-triggered tasks, email alerts, and field updates to implement business logic.
- Created Data Validation rules and Formulas as per business requirements.
- Configured tasks using CPQ and Opportunity Management. Created integration with CPQ and CLM applications.
- Prepared unit test cases using apex test classes and to fulfil the 75% of test cases for the development in Salesforce.
- Triggered interface events by user interactions, which includes Lightning Component framework.
- Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
- Responsible for setting up web service integrations.
- Used Apex Data Loader to Insert, Update and Import data from Microsoft Excel into Salesforce.com.
- Created Visualforce pages to provide customer status to the sales team and executive team based on different geographical location filters.
- Developed custom inbound workflows using Apex email handler interface to create opportunities and leads via inbound email.
- Designed and developed SFA-based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as the user interface.
- Configured Salesforce Automation (SFA) for Campaign Management, Opportunity Management, Account and Contact Management, and Data Quality Management.
- Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to assist managers in better utilizing Salesforce as a sales tool and configured various Reports for different user profiles based on the need of the organization.
- Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions, and Outbound API Messages.
- Worked on Sales Cloud, Service Cloud, and Salesforce Chatter.
- Supported the Data Migration activities for migrating the data from various business centers and business center users with the support of Salesforce.com.
- Performed Data Analysis and migrated data from SQL Server database to Force.com platform using Data Loader.
- Created Screen Flows and Record Trigger Flows.
- Worked on SOAP API and REST API to make Web Service Calls.
- Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.

Environment: Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Service cloud, Salesforce.com Data Loader, Reports, Flows, Workflow & Approvals, Sandbox, Eclipse IDE.

Client: F5 Networks, Seattle

October 2016 – Dec 2019

Role: Salesforce Administrator / Developer

- Extensively involved in Requirement Analysis and Preparation of detailed System Requirement specifications.

- Preparation of design documents for various silhouette applications based on the gathered requirement. Involved in coding for modules for all the Sub-Application of the CRM application which involves extending existing SFDC components using Apex, Visual Force, and other utilities.
- Extensively worked with Informatica Team
- Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, forecasts, Cases, Reports, and Dashboards.
- Knowledge of WSDL, web services SOAP API, BULK API, REST API, force.com callouts, Batch and Schedule Apex Programs.
- Implemented Web-to-lead to track and solve leads from the website.
- Created different workflow rules and Approvals for various campaign processes.
- Designed, and developed the Custom objects, validation rules, Page layouts, Custom tabs, Components, and Visualforce Pages to suit the needs of the application.
- Designed and developed Service cloud and integration.
- Experience in creating Custom Buttons, Custom Settings, and Custom Labels. Experienced in Integrating App Exchange Applications with Salesforce, Mass E-Mail.
- Extensively worked on consolidating Triggers, Workflow Rule, and Apex Classes into Process Builder. Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce Force.com IDE.
- Developed and configured various Reports for different user profiles based on the need of the organization.
- Created email templates and inbound emails using Visual force for the clients and customers. Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports, and dashboards.
- Worked on Agile/Waterfall development methodology.

Environment: Salesforce.com platform, Data Loader, HTML, Java Script, Workflow & Approvals, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandboxes (Developer sandbox, Configuration only, Full sandbox)

Client: Markelytics Solutions India Pvt Ltd.

Oct 2012 – Dec 2014

Role: Project coordinator for Business Tech systems

- Developing relationships with new and existing clients. Effectively manage requirements from inception to completion. Collaborate with multiple clients, and departments on a daily basis.
- Supported Technical support operations, Directed IT projects from inception to execution, and allocated resources.
- Execution of quantitative and qualitative Healthcare requirements across the USA and CANADA. Delegated tasks to achieve timely and on-budget delivery.
- Closely work with the programming team to ensure accurate, timely electronic campaign creation. Involved in Custom Panel Tool development and was representing our team to make it successful.
- Managing client relationship and answering project-related client queries
- Prioritize client requirements, provide timely status reports to the client, and pro-active communication to project stakeholders
- Training team and guiding subordinates.
- Interacting with vendors to collect costs for various requirements across the globe.
- I was representing our team to develop MPH Tool (internal Tool) and closely working with programmers and acted as a median between multiple departments.
- I was training and assisting the team to get expertise in MPH tool.

Environment: Nebu, Dub quest, confirm, MS Dimensions, EFS, Beacon, Several other client proprietary software, internal MPH tool, MS Excel, MS PowerPoint, MS Word, Macros, SQL, JAVA, Mac OS.

Technical Skills : Salesforce CRM | Salesforce SFA | Apex Language | Apex Classes/ Controllers | Apex Triggers | SOQL | SOSL | Visualforce Pages | Components | S Controls | Apex Web Services | AJAX, Workflow & Approvals | Flows| Dashboards | Analytic Snapshots | Case Management Automation | Custom Objects | Apex Data Loader | Force.com | Apex Custom Controllers | Visualforce Pages | Eclipse 3.4 | Force.com IDE | Apex Data Loader | SOQL | SOSL | Sandbox testing

Custom integration and Management Tools: Workflow & Approvals | Field updates | Outbound/Inbound Messages | Security Controls & Custom Application | Sandbox environment | Copado | Jenkins | Lightning Experience |

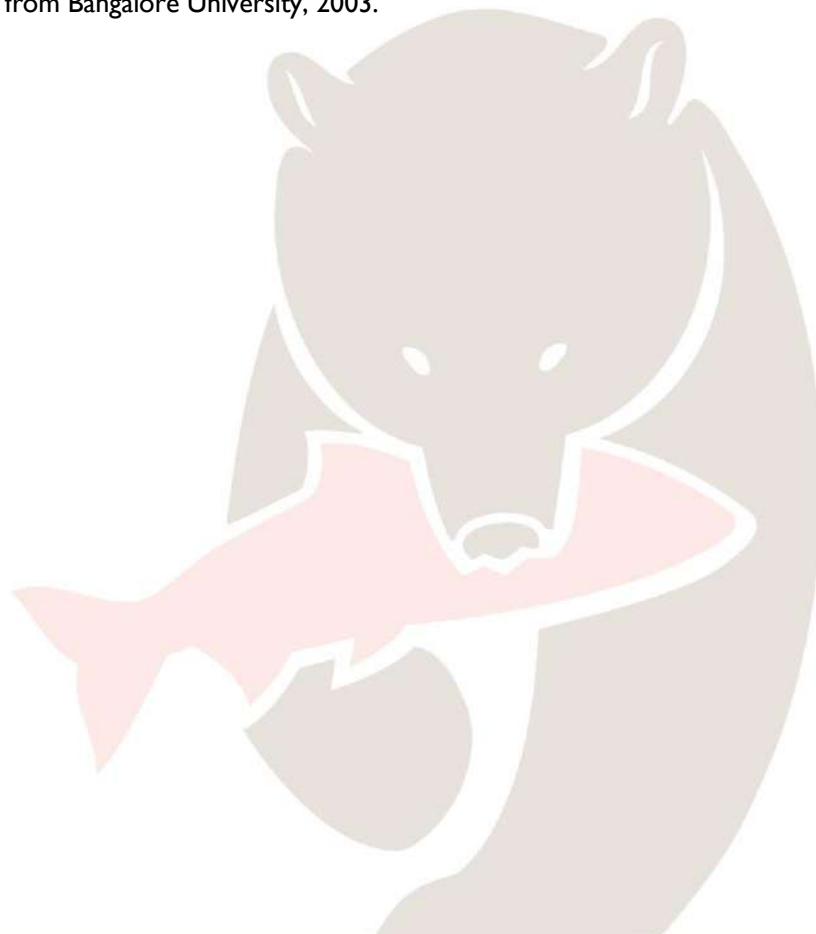
Force.com Tools: Apex API | Apex Data Loader, VSCode | ETL Data Extraction | Force.com Apex Explorer | Force.com Migration Tool | Force.com Excel Connector | Workbench and Eclipse IDE with the plug-in | Migration tool | Lightning Component Framework | Dev Console | Lightning App Builder.

Relational Databases : SQL | SOQL | SOSL | Schema Builder

Programming Languages : Apex Language | Apex Trigger | Apex Class | MS SQL Server | Java Script | XML | HTML5 | jQuery | CSS3

Web services: REST API | SOAP API

Education: BA from Bangalore University, 2003.





PROFESSIONAL SUMMARY

- Ten years of ample experience in Salesforce.com CRM and Force.com platform with thirteen years of overall professional IT experience.
- Experience in Designing and Developing software components
- End to End implementation experience with SFDC platform
- Ability to define the system landscape, to identify gaps between current and desired end-states and deliver a solution.
- Working knowledge of security concepts.
- Well adept in preparing architecture structure and designing documentation for software systems and applications.
- Experienced in planning and designing new or upgraded systems interacting with various technical teams.
- Well adept in working with Sales Cloud, Experience Cloud, Gov Cloud, Health Cloud.
- Well adept in Service Cloud, Setting up case management, Omni Channel, Chat bots, Snap-Ins.
- Good Experience in Salesforce Lightning, creating Lightning Apps, Components.
- Proficient in Lightning Experience and Component Building.
- Skilled in Development, Administration & Configuration, Implementation and Support of Salesforce CRM based on Apex language and leveraging Force.com Platform-- world's first commercial Software as a Service (SAAS) application running in Cloud Computing Environment.
- Proficient in creating Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
- Experience in Data Migration by using salesforce in house tools like Data Import Wizard and Apex Data Loader.
- Working experience with development tools like Force.com IDE, and Force.com Explorer.
- Extensive experience using Salesforce.com Administration and Creating Roles, Profiles, Permission Sets, Public Groups, Page Layouts, Record Types, Workflow Alerts and Actions, and Approval Workflows.
- Proficient knowledge of Governor limits. Experience in optimization of existing code in accordance to the governor limits.
- Hands on experience in like HTTP Protocol (REST) and SOAP Web Services.
- Experience in working beyond the Governor Limits by Using Batch Apex and Schedule Apex.
- Strong ability to write complex SOQL, Dynamic SOQL, SOSL queries across multiple objects within the SFDC database.
- Experience in writing the Annotations, Assertions and Apex Test Classes.
- Experience in Deployment Process by using the Copado, package.xml, change sets
- A good team player and hard worker with strong work ethic, fast learner, a positive attitude and ability to make the best use of individual resources. Committed to excellence, and a prudent developer with strong problem-solving, analytical skills and communication skills.

Education:

Bachelors in Computer Applications from Punjabi University, India (1999).

Certifications:

Salesforce Certified **Administrator**.
 Salesforce Certified **Advanced Administrator**.
 Salesforce Certified **Platform Developer I**.
 Salesforce Certified **Platform Developer II**.
 Salesforce Certified **Sales Cloud** Consultant.
 Salesforce Certified **Service Cloud** Consultant.
 Salesforce Certified **Community Cloud** Consultant.

TECHNICAL SKILLS:

- **Salesforce Technologies:** Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader
- **Force.com:** Apex Custom Controllers, Apex triggers, Visualforce Pages, Eclipse 3.4, Force.com IDE, Apex Data Loader, SOQL, SOSL, Sandbox testing, VSCode, IntelliJ
- **Languages:** JavaScript, HTML5, CSS, SQL, PL/SQL
- **Databases:** MS SQL Server, Oracle, MS Access
- **Software:** MS Office, Adobe Photoshop, Adobe Acrobat, MS Excel, MS-Project 2000
- **Reporting Services:** Excel, SQL Server Reporting Services, Crystal Reports, Business Objects

PROFESSIONAL EXPERIENCE:**Client: Twitch (Amazon)****Jun 2021 – Present****Role: Lead Developer****Responsibilities:**

- Designed, developed, and deployed Apex Classes, Controller Classes and Apex Triggers, Packages for various functional needs in the application.
- Serve as Internal consultant and SFDX expert for various technical teams and for its internal business partners.
- Working with technical product managers contributing to blueprints and assisting with planning of feature sets that impact multiple platforms.
- Lead/Direct a team responsible for the integration patterns implementation including creating, grooming, and maintaining the product backlog.
- Leading and contributing to design sessions, promoting superior design alternatives.
- Monitors current and future trends, technology and information that will positively affect organizational projects, applies, and integrates emerging technology trends to new and existing systems architecture.
- Responsible for the complete life cycle development of customer solutions through program management.
- Seek out ways to utilize SFDC to improve processes and productivity, make recommendations to support an organization scaling at rapid pace.
- Provide strategy and roadmap on platform and solution security.
- Worked in Service Cloud to handle case management, omni channel and Workspace API.
- Set up messaging channel (Snap-Ins and Chat Bots) in service cloud.
- Set up Knowledge based articles.

Client: Transamerica/Salesforce**May 2020 – July 2020****Role: Lead Developer****Responsibilities:**

- **Worked** with Business, Stakeholders and Sr Architect to analyze, plan and solution the business requirements.
- **Created** Community, lightning pages using Lightning Aura components.
- **Worked** on Process Builders, Flows and Triggers to automate business process.
- **Worked** on Validation Rules and Triggers to validate Data.
- **Worked** on Sharing Rules using Managed Apex.
- **Worked on** Email alerts, custom email flows.
- Worked on Apex controllers and lightning Aura components
- **Worked in** Agile Methodology, VScode and Git versioning.

Client: COT, Kentucky

Jul 2019 – Jun 2021

Role: Lead Developer/Tech Lead

Responsibilities:

- **Collaborated** with other software developers, business analysts, testers, product owners to plan, design, develop, test and maintain business solutions built on Salesforce technology.
- Determined the **Technical objectives** of project to set appropriate expectations and successfully achieved them.
- Created **Lightning pages** with **Lightning Apps**.
- Worked on implementing Service cloud with Experience cloud
- Created new Lightning Components with **Locker Service** Enabled.
- Created **Integrations** to third party like Google to validate the address.
- Worked on **Process Builders** and **Workflow Rules** to automate the business flow.
- Worked on complex **Reporting** using complex business scenarios, batch classes.
- Worked on **OWN Backup** to store and restore the salesforce big data.
- Worked Extensively on **APEX** and **Lightning AURA Components**.
- Worked on **Integrations** for **credit check** and update third party with updated information.
- **Worked on Encryption of Data** saved in Salesforce as well as data **to be DATA Encryption** for sending over integrations.

Client: Davita, Washington DC

Mar 2019 – Jun 2019

Role: Salesforce Developer/Tech Lead

Responsibilities:

- **Worked** in close association with business team, stakeholders, developers, business analyst, testers to plan, design, develop business flows on Salesforce Technology on **Health Cloud**.
- Created a new **Community** and set up from scratch.
- Created **Lightning Components, Controller, Lightning Console** using lightning **Aura components**.
- Created **Apex Classes** to validate business rules, writing complex logics
- Created **Validation rules** and **Workflow rules** for sending **Emails** and **Outbound messages**.
- Worked on **Process Builders**, flows to validate and update fields.
- Worked on **Batch Classes** and **Schedulable Classes**.

Client: Bigge Cranes, San Leandro, CA

Aug 2018 – Mar 2019

Role: Salesforce Developer/Tech Lead

Responsibilities:

- Assist in **identifying, troubleshooting** and **resolving** issues detected during various stages of development and testing.
- Engage myself in **maximizing the effectiveness of the team** and take actions to **increase the performance** and effectiveness of the team.
- Analyzed and resolved **Technical** and **Application problems**.
- Upgraded some Apps from **Salesforce Classic** to **Lightning Experience**
- Implemented **Sales Cloud** with lead management, Accounts, Contacts and Opportunities.
- Created **Lightning Apps** using **Lightning Design System, Lightning App Builder** and **Lightning Component framework**
- Created multiple **Lightning Components** using SLDS that makes the Lightning component look and feel better.
- Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.

- Hands on experience in creating **JavaScript Controllers** and added functions in **Helper Component**.
- Worked on **Lightning Process builder** and **Flows**.
- Worked on **Integrating** Salesforce with Vertex and WorkPro systems using SOAP and REST API's.
- Implemented **Single Sign On** using **Microsoft Azure Directory**.
- Implemented **Security/Sharing Rules, Configure Permission sets, Field Level Security, Record Level Security, Profiles, Roles** at different Hierarchical Levels of the organization.

Client: Walgreens, Deerfield, IL

Mar 2017 – Jul 2018

Role: Salesforce Developer

Responsibilities:

- Used Salesforce.com developer toolkit including **Apex Classes, Controllers and Triggers, Visualforce, Force.com IDE, Migration Tool, Web Services API**.
- Experience in creating objects, fields, validation rules and formulas in lightning.
- Created **lightning flow** using **process builder** and **cloud flow designer**.
- Created and edited **lightning components** created **controllers** to handle user actions.
- Created **Profiles** and **Roles** based on Organizational role hierarchy, implemented Record-Level and Field-level security and configured their sharing settings.
- Created various **Reports (Summary Reports, Matrix reports, Pie Charts, Dashboards and Graphics)** and **Report Folders** to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
- Created **Workflow Rules to Automate Tasks, Email Alerts, Field Updates**, time-dependent actions and Outbound API Messages.
- Worked on **REST API** to make Web Service Calls.
- Customized the **Dashboards** to track usage for productivity and performance of business centers and their sales teams.

Client: L&T Infotech, Hoboken, NJ.

Oct 2015 – Mar 2017

Role: Salesforce Developer

Responsibilities:

- Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers, Packages** for various functional needs in the application.
- Extensively involved in Requirement Analysis and Preparation of detailed System Requirement specification.
- Preparation of design documents of various silhouette application based on gathered requirement.
- Involved in coding for modules for all the Sub-Application of the **CRM application** which involves extending existing **SFDC components** using Apex, Visual Force and other utilities.
- Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards**.
- Implemented **Web-to-Lead** to track and solve leads from the website.
- Created different **Workflow Rules and Approvals** for various campaign processes.
- Designed, and developed the **Custom Objects, Validation Rules, Page Layouts, Custom Tabs, Components** to suit to the needs of the application.
- Extensively worked on consolidating **Triggers, Workflow Rule, Apex Classes** into **Process Builder**.
- Performed detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like **Force.com IDE**.
- Developed and configured various **Reports** for different user profiles based on the need in the organization.
- Created email templates and inbound emails using Visual force for the clients and customers.
- Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.

Client: Synechron, Charlotte, NC

Jun 2014 – Sep 2015

Role: Salesforce Administrator/Developer

Responsibilities:

- Interacted with various business users groups gather the requirements for Salesforce Implementation and documented the requirements.
- Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Developed **Apex classes, Controller classes** and **Apex Triggers** on Force.com platform to customize application according to functional needs.
- Worked on supporting tickets in the following areas: **Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and page layouts, upload of data.**
- Responsible for creating marketing campaign and monitoring their run and generate reports.
- Worked on making minor enhancements to SFDC application required by business users from time to time.
- Created various **Reports** and **Report Folders** to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization's need.

Client: GAP Inc, San Francisco, CA.

Mar 2013 – May 2014

Role: Salesforce Administrator /Business System Analyst

Responsibilities:

- Developed, gathered and documented the business needs of clients and stakeholders.
- Organized and validated the requirements and ensures that all are traceable and measurable.
- Designed and maintained user **Roles, Security, Profiles, Workflows, Approval Processes, and Validation Rules.**
- Designed customizations and configurations of SFDC **Objects, Page Layouts, Workflows, Document Templates, Data Fields, Reports** and **Dashboards** according to the business need.
- Imported excel based customer information records in to **Accounts, Contacts** and **Cases** using **Data Loader** and **Import Wizard.**
- Developed, documented, and executed test plans to assess the integrity and accuracy of business processes, module functionality setups and modifications, enhancements, customizations, and patches.
- Assisted the PM in capturing and reporting project measures to the appropriate stakeholders.

Client: Honey Well Inc. Minneapolis, MN

Sep 2011 – Feb 2013

Role: Business System Analyst / QA Engineer

Responsibilities:

- Gathered business, system, and functional requirements by conducting detailed interviews with business users, stakeholders, and Subject Matter Experts (SME's)
- Implemented the entire Rational Unified Process (RUP) methodology of application development with its various workflows and activities.
- Identified and developed Use Cases from the business and systems requirements. Documented high level and detailed Use Cases to include all the functionalities of the new system.
- Served as liaison between the functional and technical team.
- Gathered the functional and business requirements by conducting JAD sessions.
- Followed the UML methodology to Create UML Diagrams including Use Cases Diagrams, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams (DFDs), ER Diagrams using Rational Rose and MS Visio.

PROFESSIONAL SUMMARY:

- **Project Manager to implement PeopleSoft at University of California.** Brought in to fix a project in trouble which resulted in a successful 1st launch of UCPath in 2015. Resolved roadblocks with data conversion and local change management. This successful project created a footprint to deploy remaining UC Campuses and Medical Centers.
- **UCPath Payroll Parallel Lead for Deployment 2 UC locations.** Replace prior payroll lead to improve central team support and improve implementation readiness metrics. This resulted in a successful cutover of designated D2 (6) UC campus and medical center locations.
- **HCM Lead at UC Merced HCM and Data Conversion Lead at UC San Diego.** Helped each UC location with needed implementation support. Provide in-depth system analysis for all UCSD time keeping systems and time-to-pay code mapping for these to generate correct pay results.
- **PM Payroll-to-GL at UCPC.** Help gather requirements and design to improve the existing process.
- HCM Consultant for many cities, state government, hospitals, led project and business process activities.
- Move all data, including 15 years of pay history into Lawson S3. Lead technical and business process activities to implement a comprehensive HCM Suite. Presenter for two Lawson/Infor software sessions at a Global Inforum User Conference. Lawson Board Member (4 years).
- Manage large-scale projects business process activities to implement cloud software applications (SaaS) for enterprise organizations. Managed the selection, procurement, and implementation of disparate systems for HR, Recruiting, Talent Management, Benefits, Payroll, and related integrations.
- Experienced with cloud architecture and managing service host providers, integrating into Workday, Salesforce, Service Now using Oracle, Microsoft Azure, and the AWS host platform.
- Module Lead for world's largest PeopleSoft engagement (Air Force), PM at first Univ. of CA implementation, project with the highest budget per Oracle.
- Deep knowledge of technical architecture; including SSO/MFA, identity management, workflow, security, cloud and batch interfaces, data conversions and data modeling, Jira, Web Services, and implemented several financial modules.
- Non-typical combination of functional and technical skills. Past positions range from Payroll Manager for Austin's largest employer to Technical Consultant and Data Conversion Specialist (ETL).
- **MBA with professional certifications as an HR Systems Professional Certification (IHRIM) and Certified Payroll Professional (CPP)** with the American Payroll Association

PROFESSIONAL EXPERIENCE:

September 2022 to February 2024

Applied Material, Austin TX

Technical Project Manager (Remote Contract)

- Manage and document integrations with corporate HR and Payroll systems.
- Lead global teams to meet timelines and deliverables, present risks, and remediation to Global IT Leadership
- Direct efforts for system design, configuration, and testing. Implement Workday Time to replace existing Kronos system.
- Primary software technologies utilized: Workday, Saba, SNOW, SQL, MS Project, TEAMS

December 2021 to August 2022

University of California, Riverside, CA

Payroll-to-GL Project Manager (Remote Contract)

- Project Manager to resolve production issues with highly customized Payroll-to-GL interface.
- Present issues and solution approaches to campus controllers and location subject matter experts.
- Deliver monthly GL Sprint Releases to Production, Manage rewrite of Retro Pay-to-Oracle GL.

May 2020 to November 2021

Texas Workforce Commission, Austin, TX

Oracle-PeopleSoft & Taleo Project Manager (contract)

- Upgraded PeopleSoft (CAPPs) for a large state agency. Took over Senior PM role for a project in trouble. Lead and rescue a team having difficulty meeting deliverables.
- Directed efforts for system design, configuration, and migration from a highly customized 9.1 version to the State of Texas Comptroller's version.
- Wrote the RFP for a new recruiting system and Taleo implementation services. Manage the integration and implementation of Oracle-Taleo.
- **Systems analysis for existing custom Time and Absence System to move to PeopleSoft Time and Labor Module. Manage deployment of Fluid (Mobile) Pages and creation of an RFP for a new Time and Leave System (Kronos).**
- Primary software technologies utilized: PeopleSoft 9.2, Oracle-Taleo TEE, SNOW, SQL, TEAMS.

April 2015 to May 2020

University of California, Oakland, CA

HR Systems Project Manager (Remote Contract)

- Implement PeopleSoft at all UC systems (12 Universities and **5 Medical Centers**)
- Serve as Project Manager for the first location to Go-Live (UCOP)
- Work with existing **TRS, HBS, and other time systems to realign these systems** to conform to needs of UCPath. Help with system analysis to reduce existing number of time systems.
- Lead and rescue Office of the President team having difficulty meeting demands of the project; replaced previous UCOP PM. Replaced previous Pay Parallel Lead and Data Conversion Lead to improve services in these areas.
- Performed coordination and oversight duties for UCPath's first client location.
- **Manage Pay Parallel Testing for multiple UC Locations.**
- Primary software technologies utilized: PeopleSoft 9.2, Oracle, JIRA, SQL, Kronos, ALM, AWA, and Oracle Hosting

August 2014 to April 2015

IBM, San Antonio, TX

PeopleSoft HR Lead

- HR Lead at the world's largest ERP pre-implementation Blueprint Project (US Air Force)
- Lead and rescued teams having difficulty meeting deliverables. Perform design, configuration, and demonstrations for US Air Force Project and Finance management.
- Primary software technologies utilized: PeopleSoft 9.2, Oracle
- Maintained the required Secret Security Clearance to perform the role with the US Air Force

Mar 2014 to August 2014

Tribune Companies, Dallas, TX

Workday and PeopleSoft ERP Systems

- Tribune is the second largest media company. Brought in to support payroll related M&A from numerous companies being converted into to PeopleSoft with short timeframes.
- Migrate PeopleSoft HCM and Payroll data to Workday in support of Workday implementation partners.
- Personally perform Workday payroll data migration and related pay accuracy testing (multi-state).
- Create conversion processes to add acquired company balance data and run payroll to test accuracy.

April 2006 – March 2014

Vizient, Inc, Dallas, TX (formally known as VHA)

Director of HR Operations (2010 – 2014)

Lawson HRIS Project Manager (2007 – 2010)

PeopleSoft Recruiting PM (2006 – 2006)

- Increasing responsibility from PeopleSoft Recruiting PM to the Director of HR Operations from April 2006 to March of 2014 with VHA, **the largest health supply-chain cooperative**
- **Manage the selection, procurement, and implementation of disparate systems for HR, Recruiting, Performance Management, Benefits, and Payroll**
- Work with stakeholders to migrate legacy systems to Lawson HCM
- Perform or lead all conversion and interface mapping activities. Create extensive metric dashboards and project plans. Track project issues and risks, and work with ERP project teams to identify resolutions.
- Create extensive HCM Metric dashboards and project plans.
- Track project issues and risks and identify resolutions.
- Lead and document Business Process Design and Fit-gap meetings.
- Mentor staff on ERP best practices.
- Write RFPs and review vendor proposals, lead integration projects and convert data between disparate systems in short timeframes. Integrate/automate data exchange with **Benefit and Health Care Providers**
- Primary software technologies utilized: PeopleSoft 9.1, Lawson S3, I0# (LTM, LSO, PSA), Oracle (Taleo), SAP (Success Factors)

October 2006 to June 2007

University of Texas MD Anderson Hospital, Houston, TX

PeopleSoft Functional PM (2006 - 2007)

Upgrade Project Manager (2005 – 2006)

- Upgraded PM for all HCM modules (HR, Payroll, and **Benefits Administration**)
- Helped client implement best business practices and reduce system customizations.
- Measured the ROI of decision options and managed project tasks.

October 2004 to August 2005

Convergys (State of Texas), Austin, TX

PeopleSoft Functional Lead

- Functional HR Lead for a large (50,000+ employee) multi-vendor project to outsource the HR, Payroll, and Timekeeping business functions for multiple state agencies.

November 2003 to October 2004

Xcel Energy, Minneapolis, MN
PeopleSoft HR Upgrade Lead

- HR Lead for v8.8 upgrade. First consultant on-site to help support project scope and staffing.
- Help create organizational structure, project plan, requirements review, and issue resolution process
- Conduct meetings and presentations to the Steering Committee
- Responsibilities included requirements gathering, v8.8 prototyping, loading sample data, creating configuration documents, business process mapping, test plans and scripts.

June 2003 to October 2003
Portland Public Schools, Portland, OR
PeopleSoft Project Manager

- Functional Lead/PM for a v8.8 upgrade of v7.5 HR, Benefits, Payroll, and Time and Labor modules.
- Responsible for requirements gathering, managing functional and technical consultants, organize and conduct Fit-Gaps, create configuration documents, prototype business processes and convert data.

July 2002 to October 2002
Seattle Public Schools, Seattle, WA
PeopleSoft Functional Lead / Project Manager

- PM for a v8.8 upgrade of v7.5 PeopleSoft. Functioned as both PM and HR Lead during fit-gap.
- Responsibilities included requirements gathering, managing functional and technical consultants, organize and conduct Fit-Gap sessions.

May 2001 to June 2003
Texas Department of Health, Austin, TX
Engagement Manager / Co-PM

- Full lifecycle Project Manager across all HCM modules: HR, Benefits, Payroll, Commitment Accounting, and Time and Labor
- Organized and conducted v8.3 Fit-Gap sessions for 14 Texas Health and Human Services agencies with 2,000+ system requirements.
- Presented change management impact reviews to the Executive Steering Committee
- Managed tasks and dates of the project plan and accomplish project goals.

Jan 2001 to Mar 2001
Texas Office of Attorney General, Austin, TX
HR Techno-Functional Lead (2001)
HR Techno-Functional Lead (1998 – 1999)

- PeopleSoft HR Lead for a rapid upgrade to HRMS v8.1 from v7.5
- Responsible for data mapping and conversion, business process analysis, managing technical and functional resources, and analyze existing system modifications versus changing business processes.
- Conducted project planning, quality review, and task management.

June 2000 to January 2001
Texas Workforce Commission, Austin, TX
PeopleSoft HR Lead

- Full life cycle HR Lead to implement PeopleSoft v7.5 software.
- Responsible for guiding client management in new business processes to accommodate PeopleSoft.
- Conducted HR design sessions in all areas of HR and Benefits, Security, and Self Service

- Analyzed system modifications and created design specifications.

January 2000 to January 2001

Epic Edge, Austin, TX (Consulting Services)

ERP Practice Director

- Drove consulting sales and coordinate procurement activities.
- Negotiate contract terms and conditions, vendor responses, vendor and customer discussions, and contract staffing.
- Also serve as PM/HRMS Lead at various PeopleSoft software implementations.

June 1997 to July 1998

Hospital Sisters Health System, Springfield, IN

Technical PeopleSoft Consultant

- Full lifecycle implementation of v7.0 PeopleSoft HRMS. Lead and participate in design and prototyping sessions to rapidly deploy the new system.
- Assisted the Project Manager in managing technical issues and documentation.
- Create extensive source-to-target mappings for HR, Payroll, and Benefits data.
- Filtered and scrubbed legacy mainframe data and removed data anomalies and referential integrity problems.

January 1996 to May 1997

Case Corporation, February Racine, WI

Lead Technical Consultant

- Technical Lead and HR Business Analyst for a GEAC SmartStream ERP full life cycle project
- Worked with the project team to setup and convert data to support a Global implementation.
- Migrated from an IBM Mainframe to a Sybase / HP-UNIX platform.
- Created and executed conversion routines to move twenty years of mainframe history where table volumes often exceeded one million rows.

1994 to Jan 1996

Texas Department of Health (TDH), Austin, TX

Project Manager, DBA, Senior Systems Analyst

- Project Manager for a \$20+ million statewide health clinic automation project
- Manage technical and training staff for TDH's statewide Integrated Eligibility Project

Fall 1995

Austin Community College, Austin, TX

Instructor

- Taught a one-semester course "Introduction to Microcomputer Databases" while working full-time at the Texas Department of Health

EDUCATION:

M.B.A., Texas State University

B.S. in Business, University of Colorado at Boulder

CERTIFICATIONS:

- HR Systems Professional Certification (IHRIM)

- CPP, American Payroll Association
- PMP Certification (all requirements met, pending test).

PROFESSIONAL MEMBERSHIPS & TRAINING

- Workday Rising Conference, SAP Annual Conference, Oracle Annual Conference Attendee
- Board Member (2010-2014) Lawson Southwest Users Group
- Microsoft Software Partner (1999- 2010)
- CPP (Certified Payroll Professional) by the American Payroll Association; inactive
- Project Management Institute (PMI) member
- Governor's Office Management Development Center – Manager Training Program
- Certified Facilitator in IBIS® Problem Resolution Methodology (Austin Tech Incubator)
- IHRIM member, Session speaker at Inforum Annual Software Conference



Profile Summary

HCM/HRIS Senior Project Manager with 20 years experience leading implementations, upgrades, conversions, and support teams for domestic and global companies. Facilitator and builder of best practice business processes, product support teams, and related systems. Proven negotiating skills, building lasting partnerships with vendors, and delivering multimillion-dollar projects.

Skills Summary

HCM/HRIS Experience:

- 20 years

Functional Areas:

- Human Resources
- Benefits
- Payroll
- Time and Labor
- Recruiting
- Compensation
- Performance Management
- Talent Acquisition Management
- Self Service
- Financials/General Ledger

HCM/HRIS Systems:

- PeopleSoft/Oracle
- Workday
- SAP
- Success Factors
- Lawson
- Ulti Pro

Methodologies:

- Software Development Lifecycle
- Business Process Analysis
- Requirements Gathering
- Project Management

Other:

- MS Project
- MS Access
- Microsoft Visio
- Microsoft Excel
- Microsoft Word

Professional Experience Summary

GDF Capital Inc./Boston Children's Hospital (09/2021 to 10/2021)

HCM Payroll Consultant

- Managed setup of payroll multi-state functionality in client's PeopleSoft Payroll system
- Facilitated meetings with client to clarify and establish scope of work and timeline
- Led research, analysis, setup, and testing of payroll tax requirements for Maine, New Hampshire, Rhode Island, and Vermont.
- Provided deliverables including configuration workbook and setup documentation.

GDF Capital Inc./Maimonides Medical Center (11/2020 to 5/2021)

HCM Benefits Project Manager/Consultant

- Managed rollout of new benefits savings plans setup and rollout
- Established project timeline, tasks, responsibilities, owners, and regularly scheduled meetings
- Worked with vendor, technical team, and business, on requirements, setup, development, conversion, and testing
- Provided knowledge transfer and documentation of setup and functionality

GDF Capital Inc./NYCHHC (06/2020 to 10/2020)**HCM Implementation Consultant**

- Implemented custom Time and Labor module and put together team for future implementations and support
- Worked with client's business and technical teams in design, setup, development, testing, and training, of time and attendance system
- Defined client's time and attendance system's "As-Is" and "To-Be" business process
- Defined roles, skills, and responsibilities, for production support/consulting team
- Sourced, interviewed, and provided feedback, on resources.

GDF Capital Inc./PPL Corporation (01/2019 to 09/2019)**HCM Implementation Consultant**

- Reviewed SOW for Oracle HCM Implementation
- Worked with implementation partner to define project needs for client's Oracle HCM Cloud implementation
- Worked with team to establish project timelines, including milestones and deadlines
- Reviewed, interviewed, and hired, additional project team members
- Coordinated team schedules and delegated tasks for project
- Provided regularly scheduled status updates/reports to stakeholders/sponsors.

GDF Capital Inc./Lazard (11/2017 to 12/2018) and (09/2019 to 12/2019)**Project Manager**

- Led client through mobilization project of PeopleSoft HCM 9.2 functionality for multiple devices (e.g. phones and tablets)
- Led client and vendor through walkthroughs of in scope mobilization functionality, including Benefits Enrollment, Life Events, Personal Profile, Professional Profile, Performance Management, Tuition Reimbursement, Exit Interviews
- Led technical and functional personnel through design of new mobile user interface
- Led user testing of new mobile user interface across multiple devices and browsers.
- Managed and led other internal projects including implementation of vendor interfaces, benefits open enrollment, succession planning, setup of new re-org structure, etc.

GDF Capital Inc./Ellucian (6/2017 to 11/2017)**HRIS Implementation Project Manager**

- Led client through HCM transformation software evaluation and RFP process
- Led requirements gathering of client's HCM system functionality for Recruiting, Core HR, Benefits, Payroll, Compensation, Performance Management, Succession Planning, Learning and Development, Self Service, Reporting and Analytics, and Security
- Worked with vendors including Oracle Cloud, SAP, Workday, and Ultimate Software, regarding their HCM proposals and presentations
- Defined business processes and created Visio workflows for client's HR/HCM processes.
- Led client through review and scoring of vendor HCM proposals and presentations.

GDF Capital Inc./Haverford College (10/2016 to 6/2017)**Project Manager**

- Led preparation for project Kickoff of Workday implementation
- Worked with team through requirements gathering, setup, prototypes, and testing.
- Managed project scope, timelines, milestones, and deadlines.
- Led regularly scheduled status update meetings

GDF Capital Inc./Tampa General Hospital (05/2016 to 10/2016)***Functional Lead***

- Gathered client requirements and defined business processes for functionality within Core HR, Benefits, and Payroll.
- Put together functional specifications and worked with technical team as they did their technical design
- Responsible for hands on setup and configuration of PeopleSoft Payroll tables including Paygroups, Earnings Codes, Earnings Programs, Deductions, Special Accumulators, Pay Calendars, Banks, Garnishments, Direct Deposit, and Federal/State/Local tax information.
- Led client with all levels of testing including unit testing, systems integration testing, and UAT (User Acceptance Testing), for PeopleSoft 9.2 implementation.
- Provided training materials to client around PeopleSoft delivered business processes and functionality in areas of Workforce Administration, Base Benefits, Benefits Administration, Payroll for North America, and Self Service.
- Wrote multiple end user reports, tested various inbound/outbound interfaces to vendors, as well as mapped and validated data conversion.

GDF Capital Inc./NYU Medical (03/2015 to 03/2016)***Functional Team Lead***

- Functional team lead for conversion of Lutheran's Lawson HRIS system data to NYU Medical's PeopleSoft HCM 9.2v system, including HR, Benefits, and Payroll modules.
- Led team and client through define phase, including requirements gathering, defining business processes, and requirements matrix sign-off.
- Wrote functional specifications for needed customizations, interfaces, and reports
- Led team in the setup and configuration of PeopleSoft system values including foundation tables, job attributes, compensation tables, benefit tables, and payroll tables.
- Led users through data mapping and validated converted data extracted and provided by user teams
- Created test scripts and led team through in unit testing, systems integration testing, user acceptance testing, and parallel testing.
- Provided data analysis and reporting using various tools including PS Query, Access, etc.

GDF Capital Inc./Moody's (09/2014 to 03/2015)***Project Manager/Business Analyst***

- Managed implementation of SuccessFactors Core HR/Employee Central module.
- Worked with implementation partner to establish project plan including tasks, responsibilities, milestones, and deadlines.
- Worked with vendor and team members on deliverables, including requirements, design, configuration, conversion, and testing.
- Provided regularly scheduled updates for project sponsors/stakeholders

Tokio Marine North America (12/2013 to 9/2014)***Senior HRIT Consulting Manager***

- Responsible for managing HRIS related projects including conversion of data for acquired company and Benefits and Payroll standardization for multi entity organization.
- Manages relationship with Benefits third party administrators including the inbound and outbound interfaces for both Health and Welfare, and Savings.
- Responsible for leading setup and configuration of PeopleSoft Benefit tables including Benefits Programs, Benefit Plans, deduction codes, and rates.

- Provides expert guidance, knowledge, and support, of benefits administration and annual open enrollment.
- Leads team in defining business processes, gathering requirements, setup and configuration, systems development, conversion, all levels of testing, deployment, and production support/maintenance.
- Interacts and collaborates closely with business users (e.g. VPs, Directors, Managers, Analysts) to understand business needs, processes, interfaces, vendors, and data sources, in order to translate business requirements into effective HRIS solutions.
- Manages business reporting needs including updating standard reports, and gathering end user requirements for new or ad-hoc reports.
- Responsible for leading and managing project and production support teams of onsite and offshore functional and technical analysts.

IBM/Pentair (03/2013 to 11/2013)**Senior Management Consultant**

- Led team in client's multiple module (HR, Benefits, and Payroll) global HCM conversion to PeopleSoft.
- Provided subject matter expertise in multiple PeopleSoft modules including Core HR (Workforce Administration & Position Management), Base Benefits, Benefits Administration, Payroll for North America, and self-service modules such as eProfile, eBenefits, and ePay.
- Managed project life cycle including defining business processes, gathering requirements, setup and configuration, systems development, testing, deployment, and production support/maintenance.
- Led team in setup and conversion of PeopleSoft foundation/transaction tables, Benefit Tables, Payroll tables, user profiles, security roles & permission lists, query access trees.
- Led the build of interfaces to Benefits vendors, ACH and Positive Pay file for banks, and GL.
- Led and managed onsite and offshore teams of functional and technical resources including other functional analysts, technical leads, business analysts, and developers.
- Managed key deliverables including as-is business process, fit-gap analysis, to-be business process, functional specifications, security matrix, configuration workbook, test scripts, and training guides.
- Managed relationship with stake holders and business users (e.g. VPs, Directors, Managers) to understand business needs, processes, interfaces, vendors, and data sources, in order to translate business requirements into effective HRIS solutions.
- Participated in company provided training on PeopleSoft version 9.2.

CherryRoad Technologies/Atlantic Health Systems (02/2012 to 12/2012)**Senior HRIS Applications Consultant**

- Functional Lead for **PeopleSoft 9.x** upgrade, including **Core HR** (Workforce Administration, Position Management, Succession Planning), **Base Benefits**, **Benefits Administration**, **Payroll for North America**, and self-service modules such as **ePay**, **eBenefits**, **eProfile**, **eCompensation**, **eDevelopment**.
- Responsible for gathering project requirements on client's Benefit needs, usage, and setup.
- Responsible for setup of Benefits Administration, Base Benefits, and eBenefits modules, including eligibility rules, event rules, benefit programs, plan types, coverage codes, formulas, and rates.
- Provided expertise around benefits administration, FMLA administration, FSA administration, savings plan management, and benefit calculations.
- Interacts and collaborates closely with business stakeholders (e.g. VPs, Directors, Managers) to understand business needs.
- Involved in full software development life cycle including gathering requirements, fit-gap analysis, system configuration, testing, rollout, and post go-live support.
- Led training and documentation concerning all HRIS project related work and activities.

- Subject matter expertise in PeopleSoft solutions for HR, best practices around HRIS, and business process improvement.

Ingersoll Rand (11/2008 to 02/2012)***Global HRIS Functional Consultant***

Involved in multiple high level projects including the global rollout of the PeopleSoft system, conversion of Ingersoll Rand's U.S employee population to PeopleSoft 9.0, conversion of the legacy retiree system to PeopleSoft, enterprise wide data architecture standardization, security standardization, and annual open enrollment.

- Responsible for requirements gathering, data mapping, configuration, validation, reconciliation, training, maintenance, and support of PeopleSoft HR, Benefits, Payroll for North America, Security, and Reporting and Analytics.
- Completed all configurations and table setup for conversion of legacy retiree system employees to PeopleSoft, including foundation tables, HR tables, Benefits tables, Payroll tables, and Security related setup.
- Led company wide security standardization requirements gathering and setup for all PeopleSoft system users, including creation of user profiles, roles, permission lists, department security tree, and query access manager
- Managed the PeopleSoft data architecture project related tasks and activities involving the HRIS and Global Payroll systems of Latin American countries like Mexico and Chile.
- Provided in depth analysis, effective diagnosis of issues, design and prototype recommendations, testing, and training.

CommonHealth (10/2007 to 11/2008)***PeopleSoft 8.9******HRIS Manager***

Responsible for managing the HRIS department, all related HRIS projects, the department's relationship with IT and other functional departments, as well as the relationship with external vendors.

- Interacted and collaborated closely with business stakeholders to understand business needs as well as processes and data sources, in order to translate the business requirements into effective Information System solutions.
- Maintained systems, programs, and modules that support Human Resources, Benefits, Payroll, and Recruiting.
- Provided operational direction and expertise on support, maintenance, and development of all HR related systems.
- Extensive work with Benefits Administration, Base Benefits, and the annual open enrollment process.
- Provided day to day reporting and analysis of HR, Benefits, Payroll, and Recruiting data.
- Completed projects within allotted time frames, with high levels of customer satisfaction.

Elsevier (09/2006 to 08/2007)***Senior Business Analyst***

Responsible for identifying issues, developing recommendations, and implementing solutions, that created more efficient processes within and around the PeopleSoft recruiting modules of Talent Acquisition Management and Candidate Gateway.

- Coordinated requirements gathering sessions, analyzed findings, and recommended end-to-end solutions utilizing the PeopleSoft v8.8 HRMS system.
- Developed presentations, demonstrated tools/products, and prepared detailed business cases supporting enhancements, upgrades, and implementations.
- Documented business processes, created process workflow diagrams, managed system testing, developed complex PeopleSoft queries, and assisted with SQR reports.
- Managed and participated in various projects related to Recruiting, HR, Payroll, Benefits, and/or the HRMS system.

Telcordia Technologies Inc. (10/2004 to 09/2006)**HRMS Manager**

Responsible for HRMS related projects and day-to-day HRMS administration, including analysis, maintenance, and troubleshooting of PeopleSoft HRMS modules and other application systems.

- Participated in PeopleSoft 8.9 upgrade and global rollout.
- Project Manager on conversion/implementation of PeopleSoft 8.9 eRecruit modules (Talent Acquisition Management and Candidate Gateway).
- Led conversion/implementation team through defining business process, fit gap analysis, requirements gathering, and documentation.
- Developed and conducted HRMS system related training programs for HR community (Directors, Managers, Super users, and Admins) as needed.
- Monitored and maintained system to insure proper operation and data integrity, including data scrubbing/cleansing, table setup and maintenance, configuration, tree maintenance, report maintenance, etc.

Horizon Blue Cross & Blue Shield of NJ (10/2002 to 10/2004)**Financials Functional Analyst**

Responsible for GL related projects, maintenance, support, and troubleshooting of general ledger system issues for financial departments and users.

- Participated in individual and group projects including system rollout and clean-up projects.
- Developed a comprehensive manual and trained financial staff on PeopleSoft GL v8.4, PS nVision, and PS Query.
- Wrote a series of standard financial (nVision) reports and queries, and assisted others with ad-hoc requests.
- Setup user preferences, maintained and updated chart of accounts and trees, created scopes, created report books, scheduled processes, uploaded journals, and created standard journals.
- Responsible for specific monthly and yearly close duties, including the generation, editing, correcting, and posting of journals, as well as the reconciling of accounts and ledgers.

Booz Allen Hamilton (07/2000 to 7/2002)**Financial Systems Analyst**

Responsible for developing, rolling out, and maintaining a catalog of database information, for the purpose of providing analytical and data support to the whole financial community, including: payroll, benefits, human resources, and finance.

- Played a key role in the implementation of a new payroll system from Pro Business, as well as in the upgrade of the Oracle database.
- Tracked various PeopleSoft HR, Payroll Pro Business, CODA GL, and Cognos Impromptu, related business issues for specific businesses, departments, and client staff.
- Developed Cognos Impromptu reports on financial data (e.g. bookings, accounts payable/receivable, client staff billability, retirement/vacation plan accruals, accounting/tax entry figures, HR related records, GL information).
- Developed a training manual and trained domestic and international staff on the use of Cognos Impromptu-business intelligence software, and PeopleSoft v8.3.

Education

- Bachelor of Science in Business Administration, Rider University

GLOBAL PROJECT MANAGER

Accomplished purposeful project management professional who has raised the bar higher, designed deliberate objectives and framework for solid Project Management, while mining for organizational value. Through thorough assessment, infectious optimism, ingenuity, and a bird's-eye view; ensured consistency in elevating project management for several organizations. Energized project managers 'as-a-partner' and bridged gaps between diversified branches, advancing PM standards to curtail derailments -- meeting and exceeding stakeholder, client, and organizational expectations.

EXECUTIVE LEADERSHIP

Business Strategy/Execution
Global Team Leadership
Transformation/Change Mgt.
Business/Stakeholder Commitment
Organizational Culture

PROJECT MANAGEMENT GOVERNANCE

PMO Development & Oversight
Agile, JIRA, Waterfall, Lean Methods
Portfolio Prioritization/Classification
PMO Framework Definition
Regulatory Compliance & Audit

TECHNICAL MANAGEMENT

DevOps Tools / Cloud Technologies
ITIL/ITSM Standardization
SaaS, PaaS & IaaS Delivery
Data Migration/Global Infrastructure
M&A/Divestiture Management

Education:

- Advanced Degree Coursework, MIT
- PMP, Project Management Institute
- American Management Association Cert.
- Degree Coursework, DePaul University
- B. S. Computer Science Columbia State Univ.

Awards/Affiliations:

- Int'l. Society of Performance Improvement
- First Chicago Outstanding Business Partner
- Academy of Certified Managers
- National Association of Female Executives

Corporate/Executive Programs:

- Six Sigma DMAIC Methodology
- Six Sigma Lean Principles
- ITIL / ITSM Best Practices & Approach
- COBIT Framework
- CMMI Training
- HIPAA Training & Compliance
- International Banking AML Training
- HIPAA/OSHA/ISO 9000/GxP/SOX Compliance

Other - Security Clearance - DOJ

PROFESSIONAL EXPERIENCE

Sr. Project Manager-Abbvie, Inc.

6/2019 – Present

- Responsible for building overall project plan and resource needs to accomplish the scope; and assessed degree to which changes to scope, issues and risks affect projects.
- Defined agreement with Business and IT management and stakeholders for Clinical Data Systems Migrations/Medical Device Division(s)/DevOps/Agile methods; including continuous delivery & automation utilizing Docker, Kubernetes, Ansible, Cloud Bees Jenkins, GitLab. Etc.
- Own accurate forecasting, tracking, and reporting on project costs and revenues; including delivery against external/internal contractual requirements and fostering excellent relationships with all LOB to ensure positive ROI.
- Implement and lead enterprise-wide project delivery of corporate and COTS applications utilizing governance & compliance strategies that include GxP/FHIR/IHE/DICOM//HL7 within multiple LOBs. Organize and synchronize external Contracts and SOWs for Projects utilizing SaaS/PaaS/IaaS tools (i.e., JIRA, Confluence, Planview, OnePlan, Agile, Azure, Jenkins, GitHub, ServiceNow, Salesforce) leveraging current MSAs and technologies to safeguard minimal technological and business disruptions.
- Use Waterfall and Scrum Agile Methodology for project management, conducted and managed Sprints including Daily and weekly Meetings, Sprint Backlog, and updates.

- Mentor team members and other stakeholders on Agile best practices to ensure optimal project delivery on time and within budget.
- Define Mergers & Acquisition critical framework and change management activities from target evaluation through post-merger integration to improve organizational processes to include benchmarked and best practices.
- Requested to take leadership role in the development of a strategy for IT Management providing consolidated cross-product line information for analyzing business risks to ensure seamless data migration to Google (GCP) and AWS Cloud Platforms, etc.
- Lead project managers and teams in developing and executing project plans ensuring that authorized resources are obtained to make certain that all activities are performed.
- Communicate project progress by producing project reports to provide timely and accurate project status and decision support information to project teams, business, and PMO management.
- Initiate and drive improvement plans to correct operational performance deviations towards specific KPI targets and benchmarking.

Sr. Project Manager - US Foods

1/2016 – 5/2019

- In partnership with Supply Chain organization, create and implement the plan to rationalize existing legacy and COTS applications in manufacturing plants by using existing standard global IT systems, utilizing various WMSs (i.e., Red Prairie, JDA).
- Responsible for oversight of budget, resource management and on-time delivery of multiple projects in both IT and business domains, utilizing various technologies (i.e., JIRA, Agile, Waterfall, etc.)
- Provide senior-level oversight and delivery of business, technical and transformational enterprise-wide projects, and project portfolios, partnering with diverse technical and business teams both on and offshore.
- Led adoption and change management strategy and activities through analysis, design and business readiness for full-scale end-to-end business and technology rollouts including data moves, divestitures, M&As modifications, while streamlining and enhancing change management and BPM.
- Develop and execute GS Supply Chain KPI's, i.e., maintenance and alignment of settings among the regions with monthly reporting.
- Led multiple projects involving planning of Peoplesoft strategy for implementation of support, and Peoplesoft vendors to optimize partnerships related to Information Technology (IT) operations, business processes, security, and data integrity.
- Develop various work plans that follow and deliver in line with Cloud technologies and define Roadmaps for (DevOps, JIRA, Confluence, ServiceNow, Microsoft PM Tools, etc.) Methodologies; including providing oversight and support for all cutoff activities along with the DevOps Teams ensuring minimal business disruptions.
- Drive and evangelize organizational readiness and transformation of business processes to ensure alignment and adoption throughout the full end-to end implementation.
- Implement performance follow-up in accordance with business rules and local Supply Chain Process Performance Indicators (PPI)
- Identify and promote best practices and patterns for data modeling and provide oversight for all activities related to data cleansing, data quality and data consolidation using standard data modeling methodologies and processes.

Sr. Project Manager - Senryo Technologies

3/2014 – 12/2016

- Influenced and mentored Teams in the adoption of new and improved best-practiced processes to enable flawless project execution on time and within budget; for maximum ROI; utilizing PM tools including, but not limited to MS Project, Clarity, JIRA, Confluence, DMAIC, etc.
- Led and executed with a cloud first mind set to enable realization of benefits of an Oracle platform to identify and evangelize key business and technology benefits of adoption.
- Responsible for managing the full Project Management team, including resource planning and budgeting activities to ensure projects dovetail to support strategic Global initiatives underway.
- Coordinated Supply Chain activities with on and offshore resources and actively interacted with the business sponsors and other business and IT participants for streamlined integration and minimal business disruption.
- Provided Project roadmap and migration methodology and identify quick wins for Oracle rollout for all modules as well as provision of detailed sizing and associated justifications.

- Mentored and coached Project Managers and Technical Business Specialists on ServiceNow, Data Warehousing, Business Intelligence, Data and Meta Data Management best practices.

Sr. Project Manager - FTD Inc.

6/2013 – 4/2014

- Oversaw spin-off divestiture and acquisition M&A project portfolio of over 85 plus projects (IT Infrastructure/ Application/ Business) simultaneously, from initiation through closing, for parent company acquisitions and client engagements.
- Developed full M&A/Divestiture portfolio of post deal Integration projects, ensuring coordination of shared resources, common activities, and other dependencies across projects.
- Manages a portfolio of post deal Integration projects, including implementation of Peoplesoft (modules Financial, HR, Quality) to replace Legacy and homegrown systems.
- Create and manage project and resourcing measurements to prove that project deliverables can be integrated to become the overall result (product, service) and are fit to deliver the expected benefits.
- Conducted and facilitated the selection and management of external vendors, including the SOW/SLA definition, ensuring adherence to all regulatory company and departmental policies, and standards.

Sr. Project Manager - FTD Inc. (cont.)

6/2013 – 4/2014

- Recommend and direct the development and planning of Project optimization and transformation strategies and projects related to technology integration solutions; to assure technology alignment to business, while optimizing current and new processes.
- Direct overall project activities, including diplomatic interaction with senior level executives and project teams, ensuring project delivery is milestone drive, on schedule and within budget.
- Serve as SPOC for Sr. Leadership Team influence and diplomatic interactions, including steering committee participant for effective collaboration on all project related issues, ensuring prompt resolution and overall satisfaction.

Sr. Project Manager THT Corp.

4/2010 – 5/2013

- Invited by Senior Management to create and lead a new M&A Playbook group to operate across global locations. Responsibilities included M&A activity optimization, Data Architecture, Meta Data Management and Data Intelligence.
- Developed and implemented hybrid project review process to maintain and improve targeted costs, growth, and ROI.
- Administered and ensured project compliance and adherence to organizational guidelines and financials, including proposal generation, cost estimation, forecasting, and invoicing.
- Defined the Strategy and Architecture for an Enterprise Data Warehouse (EDW) move and redesign, considering the Global Strategy for Peoplesoft integration merging and SAP-Business Warehouse. Communicated this Strategy to and gained buy-in from Senior Management throughout the Company.
- Responsible for gathering, evaluating, prioritizing, rationalizing, coordinating, planning, and monitoring change. This included the recognition of change in other systems and processes that impact the EDW as well as understanding of how any change affects interrelated parts of LDW and its environment.
- Responsible for project resource acquisition and demand management planning to ensure adequate resources were both available and properly utilized for upcoming merger(s).
- Requested to take the role of Project Manager to lead the development of an M&A Playbook strategy for IT Management providing consolidated cross-product line information for analyzing M&A risks and mitigation.
- Responsible for the Business and Systems Analysis and Data Architecture for the integration of datacenters, infrastructure, telecommunications, etc.
- Lead the coordination with technical teams to communicate business unit requirements and develop requirements into a deliverable roadmap; communicating what feature/functionality was to be delivered including timeline.

- Identified and managed risks and issues within the project and escalated appropriately, while devising effective mitigation and escalation strategies for projects to address risks and issues.
- Mentor both Information Technology project managers on Data Warehouse and BI principles, techniques, and Best Practices to aid in successful implementation of Cognos BI solutions and an Enterprise Data Warehouse.
- Led business and technological analysis, selection and implementation of various Project Management methodologies including Waterfall, Agile, DMAIC, Lean; coupled with the identification and selection of external vendors to assist in the facilitation of change management, prioritization, tool selection and resource allocations, etc.

Kraft Foods, Inc. - Northfield, IL
Associate Director, SM - Information Services

1/2008 – 4/2010

Challenge & Scope: Successfully oversee design, planning, and coordination of Foster close relationships with senior IT management to ensure strategically aligned enterprise technology solutions are identified, recommended, developed, and implemented. Travel internationally to develop, negotiate, and manage global (on and offshore) IT teams and activities, including processes and vendor/supplier contractual agreements, ensuring compliance and benefits to organizational goals and objectives.

Kraft Foods, Inc. - Northfield, IL (cont.)
Associate Director, SM - Information Services

1/2008 – 4/2010

- As a member of Sr. IT/IS management team, planned/executed global IT strategy, and re-engineering IT operations to strengthen quality of service, timely delivery, and optimized staff capabilities while improving reliability and reducing costs. Execute coordination and scheduling of multi-site helpdesk/call center and production of time-critical activities (24/7 100% uptime requirement).
- Traveled internationally to enhance supplier management, SLA adherence and garner global support for PMO, IT, BI and Supply Chain processes improvement for tier prioritization, initiation and planning, as well as individual customer guidance on IT governance, management and benefits realization.
- Utilizing years of blended experience, collaborated with executives, business owners and stakeholders, technical and operations personnel; and suppliers/vendors to ensure appropriate systems environment readiness; and reduced overall IT costs by restructuring to ensure appropriate prioritization based on quantified, fact-based business cases through an enterprise approach to vendor selection and customer management.
- Credited with delivering complex cross-functional/multi-unit impact projects requiring scheduling, cost, resource, and balance/demand management across multiple business lines; consistently exceeding technical, financial, and contractual obligations with minimal disruptions to operations.
- Initiated and maintained reporting relationships with business stakeholders including team members, peers, managers, customers, vendors, and other affected departments to coordinate efforts across multiple business units and ensure continuous efficient management of initiatives are completed on time, within budget and scope.

Health Care Service Corporation – Chicago, IL
Sr. Application Manager

9/2006 – 12/2007

Challenge & Scope: Spearhead formation, development, and launch of a cross-functional M&A management group; created through a joint venture with seven business units to provide integration of all IT systems and support for merger and acquisition services. Served as Sr. Manager charged with budgetary management, quality assurance and oversight of the 45-person multi-site team and establishment of key performance metrics and operating capabilities.

- Oversaw staff in management and integration of application (Peoplesoft 10g, ETL, and BI) tools, and architecture, design, and production technology services for multiple-state site locations.
- Acted in liaison capacity to executive managerial and business community for delivery of multifaceted strategic solutions that ensure ROIs throughout organization.
- In administration of supervisors and team leaders and production staff, developed work plans and activities for user support ensuring specified SLAs were met both on-site and via telephone support; and responsible for departmental recognition as highest rated problem resolution SLA met within span of an entire fiscal year.

- Defined global implementation project plan that crossed over Infrastructure and Peoplesoft CRM and ERP modules for several LOB, including cutover and data migration activities from Legacy to Peoplesoft systems.
- Maintained close contacts with offshore development teams to ensure customization deliverables were completed, tested and ready for data migration.
- Exceeded expectations and produced cost-saving results by reducing management overhead through increased talent utilization and optimization to save expenditures through improved level and consistency of skills and cut costs to acquire and merge new organizations.



Certified Agile and Foundation Quality Analyst with 7 years of experience in Software Quality Assurance (QA Testing), looking for a challenging environment where I can utilize my QA Manual Testing skills and deploy the defect free application to the production environment.

EXPERIENCE SUMMARY

- Strong knowledge of Software Development Life Cycle (SDLC) as well as Software Testing Life Cycle (STLC) and the Role of QA in different testing methodologies like Agile, and Waterfall.
- Defining/Implementing/Managing an effective project/testing QA Process /Methodology for the organization
- Involved in all phases and stages of testing and development.
- Work exposure with Agile, Scrum, Kanban, and Waterfall models.
- Collaboratively worked with Project technical, functional, and business teams.
- Experience in the Quality Assurance Manual testing of web based, Client/Server applications, GUI using Black Box testing techniques.
- Creation of Test plans and Test cases.
- Review and Comparative analysis of Actual vs. Expected results.
- Defect Tracking and defect status analysis (JIRA, HPQC, HPQTP).
- Performed (iOS and Android) functional testing and performance testing using HP Mobile Center to test Mobile and Web applications in integration with HP ALM, HP QTP, HP LoadRunner, HP Performance Center.
- Experienced in SQL and PL/SQL Scripts to perform database testing & Web Services Testing by using SOAP UI.
- Experienced in Automated/Manual Functional testing, Negative testing, Regression testing, Integration testing, System testing, GUI testing, User acceptance testing (UAT) and Performance testing
- Very well experienced with organizing project releases and performing analysis to support the strategies.
- Quick learner, strong analytical skills, motivated with a positive attitude, good inter-personal skills, individual contributor, and team player.
- Excellent troubleshooting and problem-solving skills.
- Excellent Communication skills, written and oral.

EDUCATION Bachelor's in Engineering, VNR VJIE (Electronics and Instrumentation)

TECHNICAL SKILLS

Tools Used: Ranorex, Bitbucket, SourceTree, Jenkins, Git, HP QTP, HP Quality Center/ ALM, SoapUI, Swagger UI, Advanced Rest Client, Version one, Jira & Zephyr squad, Bugzilla, TOAD, HP Load Runner, SAINTS.

Database: Oracle, MS SQL server

OS: Windows

Browsers: IE, Mozilla, Firefox, Chrome, Safari

Languages: SQL and PL/SQL, Basics of C, C#, HTML, CSS, JavaScript, Node JS, Ember JS

ERP: SAP, Microsoft (Cloud), Oracle JDE

Certifications: **CTFL, CTFL-AT**

PROFESSIONAL EXPERIENCE

Young Living Essential Oils, UT – QA Engineer

May 2021 to May 2022

Young Living sells essential oils and other related products. YL sells pure, naturally derived oil products are sold online & through its distributors.

As a quality engineer, involved in the Supply Chain & Operations team to perform end to end testing on multiple projects.

- **Warehouse Management Application:** This application provides the business about inventory availability of various items in different warehouses. It facilitates to create new warehouse, edit an warehouse, copy items from one warehouse to another warehouse including edit the kits with items for a particular warehouse.
- **Manufacturing Dashboard:** Application which is used to maintain and track raw materials for the manufacturing team containing details for Production and Batching materials needed for manufacturing a certain product. This application built with different pages Batching, Production, Past due, Future, Assumptions and Daily template.
- **Scan To Verify:** This is used by pickers and packers in a warehouse environment to scan the id of an order using a zebra scanner and process the order to next steps to fulfill an order. Worked with the stakeholder directly and performed endpoint testing where an order is scanned on a Zebra scanner by the warehouse picker/Packer to pick and pack an order. Api endpoint and database validations to pass the correct details through api and store in the db.
- **Cerberus:** Front end application used by the Production support team to track and check the status of an order. To check how an order is integrated between different systems of the company. This application integrates with all the systems used by the business to know where the order is currently at and what is the next status of the order. Also, to determine how long an order is stuck at the current status and reason for it.
- **Order Management System:** Worked with Order Management System for the US region with respect to life cycle of the orders. Order processed through internal and external systems for order flow, edit holds, Change Qty's, Cancel orders etc.
- **JdEdwards:** Validated the status of the order when, order is ready for consolidation (pick routing), order printed in a pickline (Pick Slip), ship confirmation of an order, order shipped, cancelled order, backorder of items in an order. Also, validated Jde status of an order is matching with the status across all other systems integrated within the client structure.

Abbott Laboratories, Plano, TX – QA Analyst

June 2019 to May 2021

Abbott Laboratories is engaged in the discovery, development, manufacture, and sale of a range of healthcare products. The Company operates through four segments: Established Pharmaceutical Products, Diagnostic Products, Nutritional Products and Vascular Products. The Company, through St. Jude Medical, Inc., also offers products, such as rhythm management products, electrophysiology products, heart failure related products, vascular products, structural heart products and neuromodulation products.

- Strong skills in performing Functional testing, GUI testing, End-to-end testing, Regression testing, Smoke testing, Sanity testing, User testing.
- Worked closely with the Developers, Analysts, and Architects for knowledge sharing and to resolve issues during scrum sessions using Agile Methodology.
- Designed, developed, and maintained Test cases in Excel and JIRA.

- Mobile application testing for ios.
- Worked in Continuous Integration/Continuous Delivery process CI/CD (Jenkins, Git)
- Collaborative work with developers to verify defects and work with Offshore and Onsite teams.
- Highly involved in functional testing of ionic generator, which is used for the treatment of neural tissue in the peripheral nervous system. The generator, in combination with approved compatible electrodes and cannulas, is intended for lesioning of neural tissue in the nervous system as an aid in the management of pain.
- Worked collaboratively with Business, Development, Electrical, Hardware, Systems and Therapy teams.
- Actively involved in all phases of the testing cycles for Physician, Patients and treatments modules of the product.
- Successfully raised 300+ defects and tracked via Bugzilla and JIRA by performing dry runs to raise and track the defects.
- Executed 200 test cases which has 80 to 200 test steps in each case. These scripts comprised with highly complex to low complex scenarios.
- Involved in reviewing, modifying and updating testcases\coverage in SAINTS (Test Management tool).
- Validated system alerts for 26 languages for language verification process including Europe and Non-European languages.
- Performed sanity, smoke, exploratory, functional testing for the new build with agile methodology and participated in daily scrum meetings.

North American Med Tech Group, Atlanta, GA – QA Analyst

Nov 2018 to May 2019

NAMG is the leading provider for services like patient portals, hospital management portals, insurance claims processing software that seamlessly integrates both hospital and insurance service providers, managing doctor's database that includes his/her experience, specialty, user reviews and other important information.

- Actively involved in Manage My Patient (MMP) QA project. MMP application is developed for doctors' office to manage the Patient portal, insurance claim etc.
- Executed Mobile App validations for patient login, appointment and cancellation, patient interaction with doctor, patient test results, medication details.
- Tested all modules – Patient Management, Doctor, Admin and Insurance Claims.
- In Agile environment, attended daily standup meetings, reviewed user stories.
- Validated the connection and data between Admin web services and Insurance claims web services.
- Filed and tracked the defects using HP Quality Center (ALM)/JIRA.
- Written and executed SQL queries and Joins, Group By clause, having clause etc. to validate the data.
- Involved in Smoke Testing, Regression Testing and User Acceptance Testing.
- Prepared daily/ weekly status reports on Test case execution, defects, RTM etc.
- Involved in planning test execution activities, defect reporting and analyzing test metrics.
- Performed Regression testing of the application with various test data.
- Involved in API testing.
- Developed and executed test cases for EWS (Enterprise Web Services) RESTful call using SoapUI tool (API).
- Updated URI file as needed for Endpoint, Tested request and response (HTML & JSON). Added Assertions to validate the response with database.

ACCO Brands, Chicago, IL – QA Consultant

Oct 2017 to Nov 2018

ACCO Brands Corporation is an American manufacturer of products for academic, consumer, business products & office supply systems.

- Primarily involved in web testing for ACCO Brand's various School & office supply systems.
- Performed agile methodology, review the stories and participated in Daily Scrum, Iteration Planning, Release Planning meeting and Retrospective meetings.
- Collaborative efforts with multiple teams about the defect details, follow ups with development, functional, technical, business and management teams.
- Create/edit/execute test cases using HP Quality Center/ALM, Defect tracking via JIRA
- Created Test Strategy/Test Plan and Conduct walkthrough with the team.
- Performed system testing, regression test and assist user acceptance testing for each iteration.
- Testing of database transactions at every stage of the business flow by generating SQL queries and executing them using tools like TOAD
- Interface with system developers and customer support to facilitate resolution of reported bugs.
- Involved in all phases of the testing including Integration, Smoke, Sanity, Functional, End to End, Positive and Negative, Regression by monitoring the behavior of the applications during different phases of testing using testing methodologies.
- Performed manual testing on .Net application.
- Provide test summary documentation and analyze test results, identifying trends and/or root causes of problems.
- Establish business continuity through Knowledge Transfer and mentoring of new resources.

Peabody Energy, St Louis, MO – Jr QA Analyst

Feb 2015 to Sept 2017

Peabody Energy is the leading global pure-play coal company and a member of the Fortune 500, serving power and steel customers in more than 25 countries on six continents.

- Involved with testing on SAP based mobile platforms FLORI with MobileIron (Mobile Device Management) systems.
- Performed Waterfall methodology, Analyzing the Requirements, System Specifications, Use-Cases and Technical specifications from development teams and developed manual test scripts to validate the Mining based mobile Apps across multiple regions of the company.
- Validated the Safety and Purchase Order Approval Apps via iOS with SAP, SAP gateway and Oracle.
- Thorough understanding of Software Testing Life Cycle and Software Development Life Cycle.
- Communicating and managing adjustments as well as able to effectively organize and prioritize multiple tasks.
- Review and Comparative analysis of actual vs. expected results. Identify and document program defects, research root causes.
- Experience in various phases of testing including Functional, Performance, Regression, Load, Stress, Integration, System, Black Box testing.
- Defect Tracking and defect status analysis (Bugzilla, HPQC/ALM).
- Created and modified automation visual basic scripts using QTP for Hybrid Framework, Descriptive Programming.
- Testing GUI, Client-Server, Web Applications, Business Portals - Manual and Automated.

PROFESSIONAL SUMMARY

- Have over 28 years of experience as a Senior PeopleSoft Functional/Technical Consultant in the Implementation of PeopleSoft Human Resource and GL (Worked in PeopleSoft 1.0 to current version 9.2 at more than 16 full-cycle Implementation and Upgrade, his experience spans all industries including - high technology, retail, food services, higher education, healthcare, utility, oil, manufacturing, financial/banking and public sector.
- For the last 4 years, as a Senior Techno-Functional Analyst:
 - QA Testing and Report COGNOS lead to roll out PeopleSoft system for HR, Payroll and Absence Management.
 - Production support of HR/Payroll.
 - Provided the new configuration of Taxable Gross Definition to work with tax calculation of new Colorado FMLI Legislation.
 - Worked with Developer to implement the new 2023 Candana Tax calculation using Agile Methodology. QA testing to make sure the new COBOL codes work with Reverse/Adjustment/Overpayment.
 - For YE, set up T4/T4A Tax Form definition to add the new boxes. Made sure YE Tax Load process to include new boxes.
 - Review/Identify any changes of W-4 to Federal/State Legislations.
 - Performed Tax Updates of multi-states and ran payroll to validate the new tax rates.
 - Using SQL/Xcel to analyze/validate the data.
- And before that San Bernardino County, CA), helping client to upgrade 9.0 to 9.2 with PeopleSoft Core HR/HRSS, Based Benefit/Ben Amin and Payroll.
- Work directly with the Business across locations to diagnose and resolve Employee Demographic /I9/Payroll/Benefits/Inbound-Outbound interface data issues to ADP/E&Y/TalentWise, etc.
- Functionally testing for all HR system fixes, patches, and quarterly Tax Updates (Gov't compliance).
- Worked with Business for any enhancements/Gov't regulation compliance to the system.
- Managed day-to-day end users support such as provided/trained the Business to use PeopleSoft functionality such as Identify Age-50 Extensions-402(g) feature. Creating a new Location/Department when there is a new branch established. Data correction to ensure data integrity.
- Created a proposal to improve payroll process.
- Per user's request, developed and generated ad-hoc queries/reports.
- Worked closely with Business Users to assist UAT testing.
- Perform Unit/System testing prior to UAT/Parallel testing with testing cases and documentations including retrofitting cases if needed and new enhancements.
- Project planning.
- Contributes to team effort by accomplishing related results as needed.
- Wrote Functional/Technical specs to ensure data integrity and system functionality meet with Business and functional requirements.
- Worked with multiple database systems such as (Dev/Test/UAT/Parallel/Production) for any system development, fixes, upgrades, and project enhancements.
- A self-starter with the ability to work well in a team environment as well as independently. And ability to analyze and assess the relevant data, process, and issue to propose a viable solution.

EDUCATION

- Graduated with Bachelor of Arts in Computer Science from University of Texas in Austin 1990. SKILLS:
- Certified ScrumMaster (Agile Methodology),
- MS-Office (Excel reports – Pivot Table/Chart, XLOOKUP...), PowerPoint.
- Certified Lean Six Sigma Yellow Belt.

PROFESSIONAL EXPERIENCE

Remini Street

Sept 2022 – current

Production support of HR/Payroll

- Provided the new configuration of Taxable Gross Definition to work with tax calculation of new Colorado FMLI Legislation.
- Worked with Developer to implement the new 2023 Candana Tax calculation using Agile Methodology. QA testing to make sure the new COBOL codes work with Reverse/Adjustment/Overpayment.
- For YE, set up T4/T4A Tax Form definition to add the new boxes. Made sure YE Tax Load process to include new boxes.
- Review/Identify any changes of W-4 to Federal/State Legislations.
- Performed Tax Updates of multi-states and ran payroll to validate the new tax rates.
- Using SQL/Xcel to analyze/validate the data.

University of Irvine/Medical, California Sept 2019 – Aug 2022

- Worked with the team to roll out UCPATH (PeopleSoft) for HR, Payroll, Absence Management and GL-Commitment Accounting.
- Performed Debugging/Functional Testing/Integration Testing/UAT Testing of HR and Payroll.
- Manage daily production support – Assist users to process employees.
- How to fill out Smar HR Templates (Hires, Termination, Concurrent Hires...)
- How to fill out Paypath Action to update Position Data/Job Data/Additional Pay. o Figure out the missing pay to assist with payroll request.
- Trouble shooting any issues with HR, Benefits or Payroll with multi state processing.
- Created SQLs against ODS for HR and Payroll data analysis.
- Assisted the users to review issued paychecks and derive the missing amounts for Payroll Request due to entered HR incorrect data nor custom timekeeping system.
- Created Weekly Issues with Charts report.
- Monitor the internal UCI UCPATH issues/questions reported system (EEC) submitted by users and provide the solutions. If not, then forward the ticket to the appropriate team to assist.
- Worked with Business to prepare Year End process.
- Reviewed the EEC system to improve the workflow to route the issues to the appropriate team for support.
- Acting as Inter-location Transfer Coordinator for UCI campus.
- Revised the training materials to improve the HR Users operation.
- As a Coordinator, call UCPATH (QCU) to expedite/escalate any transactions/issues that need immediate attention.

San Bernardino County CA March 2018 – Aug 2019

- As a Senior Business Analyst, helping client to upgrade 9.0 to 9.2 with PeopleSoft Core HR/HRSS, Based Benefit/Ben Admin, T&L, and Payroll.
- Performed Debugging/Functional Testing/Integration Testing/UAT Testing.
- Main responsibility is Base Benefit / Ben Admin / Payroll / GL interface to SAP.
- Write FTDD for customizations to delivered PS 9.2
- Prepare/execute test scripts for Base Benefit /Ben Admin/Payroll/Benefits interfaces (functional testing, integration testing, parallel testing).

- Validating data using SQL.
- Provided UAT support face-to-face or via email.
- Go-live 10/9/2018.
- Preparation of HIPPA conversion from version 4 to version 5.
- Created FTDD for eBenefits (Customizations of Life Insurance and Savings Summary).
- Preparing the timeline/configuration to implement OE with Fluid (PUM 28).
- Preparing the configuration for 2019 Benefit Open Enrollment.
- Configure to roll out Life Events with Fluid and eBenefits

Allianz Newport Beach CA February 2017 – March 2018

- As a Senior Business Analyst, helping client to upgrade 9.1 to 9.2 with PeopleSoft Core HR/HRSS, Based Benefit/Ben Admin, and Payroll Interface (PI) to ADP.
- Provide testing strategy and tested for approximately 20 outbound interface files to Benefit Vendors.
- Provide testing strategy and tested Payroll Interface to ADP Payroll.
- Test Open Enrollment for 2018 in PS 9.2.
- Test Variable Comp
- Provide functional and technical Production Support with PeopleSoft Core HR, Based Benefit and Ben Admin, PI to ADP, and eTime.
- Validate Benefit program consists of 1X-Health/2X-Life and Supplemental Life/3X-Disability (Short and Long)/4X-401K/6X-Flex Spending
- Validate Eligibility and Rules
- Provide business support by analyzing the business processes and recommend and implement improvements.
- Develop functional/technical specifications for requested changes affecting system configuration and/or reporting.
- Create complex queries and scripts using PS Query/SQL Server scripts to audit the data integrity to support business users.
- Validating data using SQL.
- Provides regulatory and ad-hoc reports. Convert existing Crystal reports to BI Publisher reports.
- Day-to-day production support.
- Work directly with Oracle (PeopleSoft) and vendors on system issues, patches, upgrades, downtimes, etc.
- to provide excellent support and proactively communicate to users.
- Go-live Sept 25, 2017.
- Preparing/Testing 208 Open Enrollment with Ben Certification IDs feature for few specific Life Events.
- Work with various business departments to gather requirements and provide FTDD for development.
- Work with various business managers to prioritize the enhancement system projects.

Robert Half International San Ramon CA October 2013 – January 2017

- As a System, Senior Business Analyst (BSA) provide Payroll Production Support with daily payroll run generating approximately 7,000–10,000 checks for both US Numerous States and Canada. Analyze and troubleshoot PeopleSoft Production issues.
- Daily worked on Production issues submitted by the Business to Service Now related to Benefits, Ben Admin, Payroll and T&L in Service Now to support the Business Users.
- Perform PeopleSoft Tax Update annually with all phases of testing (functional unit testing, Parallel testing (System Integrated testing), User Acceptance testing). Also, provide result reports to Business Stake Holders.

- Helped client to upgrade 9.1 to 9.2 with PeopleSoft Core HR, Based Benefit and Ben Admin, and Payroll for North America (US & Canadian payroll).
- Work with Ben Admin for 401K enrollment.
- Validate Eligibility and Event Rules that affect benefits enrollment. Support Automated Enrollment and On-Demand Event Maintenance. Part of the small team to perform Annual Enrollment – Whole Process.
- With new CA Garnishment law requirements, worked with users to provide the work around configuring Garnishment.
- Rules without any programming changes.
- Work with Bank vendors for Direct Deposit and Positive Pays.
- Work with proprietary T&L system to integrate with PS payroll for temps to get pay. Build rules from the point of submitting timesheet for approvals to approvals and finally to the payroll system.
- Work with Benefits users on Sick Leave, Vacation, and Health Benefits. Also, interfaces to Benefit Vendors (interfaces).
- Also, Worked with Business for any enhancements/Gov't regulation compliance to the system (writing Functional Technical Spec document, Unit Testing, Integration Testing, UAT testing, Production Validation) such as:
 - 401K
 - State Local Sick Leave
 - I-9
 - ACA
- Perform Unit/System testing prior to UAT/Parallel testing with testing cases and documentations including retrofitting cases if needed and new enhancements.
- Support UAT testing with Business Users.
- Worked on numerous SQR reports, app engines and PeopleCode.
- Validating data using SQL.
- Provide ad-hoc queries/reports to the users.
- Configured/validated all actions/action reason codes (Xfer from Temp to FT and vice versa) with associated BAS action to ensure correctness.
- Setup/support Temp and Full Time Benefit programs. Full Time Benefit program consists of Medical, Dental, Vision, and 401K.
- Customized the process to terminate the Employee benefits based on length of service (based on consecutive paychecks during a period).
- Due to increasing the number of employees to manually extend the 401K extension amounts, provided/trained the Business Users to use Identify Age-50 Extensions-402(g). Internal
- Configured/validated Benefit Deductions (Before/After tax, Taxable benefit).
- Year End support – Worked closely with Business to reinstate Use/Lose Employee CTO hours' balance based on States.
- Utilized sFTP to transfer inbound/outbound interface files to various vendors (familiar with FTP tool).
- Transformed Business Requirement Documents to Functional Technical Design Document for new enhancements.
- (Unix/Oracle)

Valor Inc. Houston, TX June 2010 – August 2013

- Created fit gap analysis documents for HR/Benefits/Ben Admin and conducted fit gap sessions with the end users.
- Created functional specifications and configuration documents. Reviewed functional and technical specifications with other leads.

- Perform testing activities by creating/maintaining test scripts, testing Application changes; QA Testing for development work performed by Development Team prior to migrating to the Production Application Environment.
- Created several queries that are used by business users and managers using PS query tool. Provided production support after go-live and resolved several defects related to People Code associated with HR & Benefits.
- Validated all benefit rates based on the requirements.
- Coordinated test script development and execution with SMEs from Benefits and Payroll.
- Developed detailed Test strategy, plans and scripts to test PS HR/Ben Admin.
- Developed detailed test scripts to test like Promotion, Salary Change, Transfer, Termination, Compensation change,
- etc.
- Developed test scripts for other outside systems that interface with PS: Benefit interface with vendors, Time & Labor
- interface with People Time system and Payroll Interface with PeopleSoft Payroll system.
- Worked on numerous SQR reports, components with People Code based functional specs (HR, Benefits, and Payroll).
- Validate Eligibility and Event Rules that affect benefits enrollment. Support Automated Enrollment and On-Demand Event Maintenance.

Phu Thai Caterpillar Vietnam May 2008 – May 2010

- As a MIS Director, successfully set up a new ERP System including Inventory/Service and Financial System (DBS and SAP 4.6 Finance) to support CAT Dealer.
- Also, responsible for network infrastructure to connect 5 sites. Responsible for setting up IP-Phones to connect to 4 sites Responsible for Emails using MS Exchange.
- Set IT budget annually to support the company.
- Yearly management meeting with shareholders to finalize the Business Plan for the following year.
- Built a responsive IT team to support end users and to deal with issues related to networks, hardware, and ERP system.
- Provide the total cost solution of the new business Phu Thai Marine using Project System in SAP. Worked closely with Caterpillar team in Peoria regarding interfaces with their system.
- (DBS-IBM / SAP – DB2)

Bonneville Power Administration (Dept of Energy), Portland, OR July 2007 – May 2008

- PeopleSoft HCM 9.0: Federal HR/Benefit Functional consultant for a HCM upgrade project from version 8.8 to 9.0.
- Conducted fit/gap analysis for – Person model, Profile Management, Benefit, Security, Payroll to GL and Workforce administration.
- Worked with technical team to design data clean up conversion SQR program to accommodate the Person Model functionality in Workforce Admin.
- Modified delivered application engine conversion programs to convert version 8.8 HCM to 9.0 HCM.
- Developed functional specs for base benefits.

20ThCentury Fox, Century City, CA - December 2006 – June 2007

- PeopleSoft HCM 8.9: Functional Consultant in (Base Benefits, and Benefits Admin) for a PeopleSoft upgrade project from version 8.3 to 8.9.

- Worked on fit/gap analysis, created Integration test plans and user acceptance test plans. Validated data set to ensure successful data conversion and troubleshoot failed BAS Event and participated in the UAT testing.
- Helped client set up the Benefits Automated environment for “Open Enrollment testing”.
- Fidelity National Financial Irvine, CA September 2004 – November 2006
- Manage the Title and Escrow In-House System to clients on both mortgage and financial service industries. Convert to bring the Title and Escrow System Reports from DB2 database environment to Oracle 8 database environment using SQR.
- Provided the project plan to update 500 reports to New Format Standards for clients around US. Define the process flow to utilize the technical resource in India to write the reports.
- Support the report production system.
- Define the functional/technical report specs of Bank Reconciliation module.

California State University - Chancellor's Office Long Beach, CA October 2001 – December 2002

- Successfully helped Chancellor's office upgrade the current PeopleSoft HCM 8.17 to 8.9. Migrated the custom PeopleSoft people code and objects from version 8.17 to 8.9.
- Modified 240 custom SQR programs to accept new fields and records of PeopleSoft version 8.9.
- Also, worked with 25 functional/technical consultants to implement PeopleSoft E&G Finance 7.52 Tools 7.61 (AP, PO, GL).
- PeopleSoft HR/SA (Learning Solutions) 8.0 Tools 8.15.08 to Tools 8.17.

**California State University - CMS System wide Project Chancellor's Office, Long Beach, CA
October 1999 – September 2001**

- CSU was the first and biggest public sector of higher education to implement PeopleSoft HRMS and Financial system.
- Senior technical lead working with Functional team to perform Fit/Gap analysis and conversion team team to produce the HRMS Baseline data for CSU campuses.
- Created PeopleSoft functional documentation (FDD) which defined detail changes or modifications made to the delivered PeopleSoft applications.
- Provided functional/technical guidance and training to Junior Technical staff. Managed QA (code review) and technical signoff on new development.
- Defined Conversion plans including (programs, workshops) for the following modules – HR, Position management, Salary Schedule, Time & Labor, Base Benefit and GL Interface.
- Managed the PIP Interface (Payroll Input Process) to SCO (State Controller Office).
- Provided Production support to first wave CSU campuses that are in production (San Bernardino and Maritime).
- Regulated the project migration during the development cycle.
- Managed work plan for the Upgrade of current PS HRMS/SA Baseline 7.60 to PS 8.0 for the 10 campuses in California state.
- Upgrade from PS 7.5 HRMS to PS7.6 SA/HRMS E & G.
- PeopleSoft HR/SA (Learning Solutions) 8.0 Tools 8.15.08 to Tools 8.17.

California State University at Long Beach

- Senior technical conversion Lead to convert all HR data such as job history of all faculties, assistants, and all employees of Long Beach University.
- Managed the day-to-day operation of post-production support.

- Managed/Senior technical developer the Upgrade the SA/HRMS Baseline to new releases such as many iterations of conversion, testing, verifying the data and final day to go-live.
- California State University at San Luis Obispo
- Senior Technical conversion lead in working with the Functional staff to work closely with HR director to gather requirements, Fit/Gap analysis, and post-production enhancements. After requirements, defined the size of the team to accomplish the project successfully.
- (Unix/Oracle8I Enterprise Edition Release 8.1.6.0.0, PS 7.6 HRMS for Education & Government)
- California State University at San Luis Obispo
- Senior Technical conversion lead in working with the Functional staff to work closely with HR director to gather requirements, Fit/Gap analysis, and post-production enhancements. After requirements, defined the size of the team to accomplish the project successfully.

Sr. PeopleSoft HCM Techno-Functional Consultant

Dreyer's Grand Ice Cream, Berkley, CA May 1999 – September 1999

- Senior Technical Developer to lead the major upgrade from PeopleSoft Release 6.2 - 7.514 (HRMS, Base Benefits, and Payroll) such Fit/Gap analysis between 6.2 and 7.514. The payroll was very crucial for this project.
- Dreyer's Payroll system was producing 5000 employees' payroll. Therefore, we must repeat many iterations of the upgrade process and verify the data. After going live, we've to go parallel for 2 months before shutting down the old system.
- Managed the technical staffs to modified 25 SQR's and approximately 20 queries to PS7514, Rewrite GL interface.
- Responsible for the PS7514 vacation accrual module to be implemented by the year-end.

Kaiser Permanente, Oakland, CA May 1998 – May 1999

- Senior Technical Lead to manage the Technical Team of 30 consultants to implement the first phase of HRMS 6.1.
- Responsible for all migration activities from Development to Test using PS Application Upgrade. Diagnosed and solved problem areas during the User Acceptance Test for HRMS and Benefit Admin. Defined and managed the upgrade plan in the upgrade project of PeopleSoft 6.1 to 7.5.
- Maintained the development cycle environment - refresh, change control, quality assurance for 10 PS Database instances.
- (Unix/Oracle 7.3, PS6.1 & PS7.5)

New York State, Department of Civil Service Albany, NY July 1997 – April 1998

- Senior technical Lead to manage the Technical Team to implement Electronic Personnel System and liaison with the Functional team to perform Fit/Gap analysis and define requirements of PeopleSoft HRMS core system.
- Performed as Project Manager to 5 developers during the development phase.
- Project leader uses MS Project to do planning, scheduling, and charting project information for Title and Position Management module.
- Utilized Workflow to automate some of the natural progression of transactions or business processes such as multi-level of routing/approval process.
- (Unix/Oracle, PS 6.11 Public Sector)

BRYAN CAVE, LLD, St. Louis, MO May 1997 – June 1997

- Setup detailed project plan of day-to-day tasks to accomplish a successful implementation of The Recruiting Workforce module in short time frame from Fit/Gap analysis, define requirements, functional/technical specs.
- Small customizations on Recruiting to provide specific needs to law firm business. Prepared to roll out Recruiting module for users to use during fall recruiting. Performed Fit/Gap analysis on reports to support users' daily activity.
- Used PS Import Utility for Data conversion. Set up jobs in PS Process Scheduler for Production system. Use PS/Query and Crystal report for any customized reports. (/Microsoft SQL Server, PS 6.0)

MOBIL OIL Dallas, TX October 1996 – May 1997

- Tasks were implementing workflow using Database Agent to automate, streamline, and control the flow of information across various systems; reports using Query/Crystal Report; customized Recruiting process, Position Management, Pay Rate Change, Termination, Vacation Accrual, Check Stub inquiry, module; SQR programs to load data into PS; set up Process Scheduler to run the workflow process; use SQR program to create PS logon IDs and passwords for active employees to be used during the rollout of PeopleSoft to employees and use Data Mover to encrypt the pass words.
- (Unix/Oracle, PS 5.12).

MONSANTO St. Louis, MO June 1996 – September 1996

- Senior Functional/Technical consultant to develop the automation process of sending out confirmations to managers when there are changes in EE's data such as Pay Rate, Termination, etc. events through CC Mail. This process also includes any salaried employees who receive Overtime for an Off-Cycle payroll run.
- (Unix/Oracle, PS 4.x)

**Barclays Bank, NY City, NY
February 1996 – April 1996**

- Developed the process of loading Pension history data from Gene sys to CSS and special calculation routine to calculate pensions for retired employees.
- (NT/Oracle)

COLGATE Palmolive, NY City NY October 1995 – January 1996

- Senior Technical/Functional consultant to implement CSS Payroll system. Built customized Time and Attendance system to feed CSS Horizon (PeopleSoft HRMS of ADP

NYNEX Boston, MA November 1994 – September 1995

- Senior Functional/Technical consultant to do PeopleSoft Payroll Implementation.
- Responsible for automating several manual data entry tasks such as creating Tax records, recalculate/adjust deductions, and additional pays, and recalculate union dues based on the life cycle changes entered on-line of PEOPLESOFT Payroll Implementation. Lifecycle changes include a company transfer, leave of absence, promotion/demotion, new hire, etc.
- Also, provided the changes to the life cycle prior to current pay period for payroll adjustments. In addition, wrote SQR and COBOL programs to create interface files to feed other systems.
- Provided the functional specs of many custom reports to technical members to work. (MVS/DB2, PS 4.x)

HEWLETT PACKARD Cupertino, CA August 1994 – October 1994

- Senior Functional/ Technical Consultant in the implementation of PeopleSoft HRMS.
- Reduced the time required to perform the annual managements coping process and providing for a greater number of reporting needs; responsibilities included loading data from Lotus files, accessing data via view panels at varying security levels, reporting data detail, and automatically updating the employee database.
- (HP9000/ALLBASE)

CITICORP Bank – LATIN

- Senior Functional/Technical assistance to implement PeopleSoft Payroll such as Fit/Gap analysis of HRMS and Payroll System and provided the functional/technical specs.
- Tasks included development (on an Oracle database) of online panels, records, PeopleCode, SQL scripts, and SQR to implement earnings and deductions for overtime, loan payment, bonus (Primas), loan interest, advance payment, and Cesantias (reserve funds for employees fired or laid off).
- (DOS/SQLBASE)

APPLIED MATERIALS Sunnyvale, CA June 1993 – April 1994

- Functional/Technical assistance for PeopleSoft Human Resource/Payroll implementation.
- In addition, worked closely with VP of HR department to define the scope of new Training module, requirements and provided the functional/technical specs to the team to build the new Training module. This module became the stepping-stone for PeopleSoft to build on for their Administer Training module. Customized/adapted panels and screens; wrote SQR reports; built and executed test scenarios; wrote training documentation.
- (HP9000/ALBASE)

BROWN AND ROOT Houston, TX June 1992 – May 1993 Technical consultant

- Technical consultant for PeopleSoft Human Resource implementation.
- Projects included the employees' history, applicant's data, the hiring process, pay rate increase, termination, benefit data to feed the Benefits System (ISS Integrated Site System)
- Activities included analysis, programming and testing using Oracle tools and application residing on DEC; developed and tested the Human Resource Personnel System which replaced the mainframe personnel system. (UNIX/ORACLE) Version 1.0 of PeopleSoft

NORTHERN TELECOM Dallas, TX January 1990 – May 1992

- As system analysis specialist, designed, developed, tested, and implemented Extended Product Inventory Control System using Oracle (SQL-scripts, SQL-Forms, and Pro-C). Application involved configuration of most of the customers' switches at site; tracked switch part upgrades for customer sites; maintained the integrity of the database; rebuilt the Oracle database; exported and imported Oracle data on raw disk; performed the DBA functions, including UNIX System Administration on SUN-4 Server and SUN386i workstations; involved in projects which included inventory management, shipping, purchasing, receipts, and forecasting; activities included analysis, programming, and testing in an HP, COBOL, Powerhouse, 4th Generation language environment and on SUN Oracle Relational Database Management System.
- (SUN/ORACLE; HP3000/ALLBASE)

Professional Summary

- **7+** years of Professional experience in Design, Development, Maintenance, and Implementation of Enterprise applications using **Java, J2EE, Spring, Spring Batch, Microservices Technologies**.
- Worked on various SDLC (Software Development Life Cycle) from **Waterfall** to **Agile (SCRUM)** models.
- Implemented **EDI** strategies enabling Health Care Providers and Insurance Careers to communicate effectively.
- Good experience in performing Capacity Planning, **administrative** and **production support** tasks such installing **WebMethods** software, installing patches, starting & stopping the servers, **Load balancing, Clustering & fail over** support, configuring server settings like setting ports, administering users & groups, server security, performance tuning and solving production issues.
- Working knowledge of in User Interactive (UI) Web Pages using front end technologies like **HTML5, CSS, JSON, JSTL, Bootstrap, JavaScript, jQuery, NodeJS, GraphQL** and **AJAX**.
- Good understanding of **ReactJS** principles such as **one-way data flow, virtual DOM, JSX**, and **React Native** for designing interactive **User Interfaces**. Familiar with creating Custom Reusable React Components Library.
- Strong Knowledge with **Angular CLI, Reactive Forms, Web Forms**, and its **Validations**, to construct **Desktop Applications** with **Angular** and developed custom HTML elements using AngularJS directives.
- Experience in **JavaScript** based frameworks like **Angular, Backbone JS, Ember JS, Knockout JS, Ext JS** for unique and customize front end app development and to achieve **MVC** design flow.
- Created **TypeScript** reusable components and services to consume **REST API's** using Component based architecture provided by **Angular**.
- Expertise in Principles like **Customer Obsession, Dive Deep, Taking Ownership, Learn and be Curious , Think Big, Earn Trust** and **Deliver Results by Success and scale Bring Broad Responsibility**.
- Strong working knowledge in **Object-Oriented Programming Concepts** of Core Java like Abstraction, Encapsulation, Inheritance, and Polymorphism, also knowledge in other concepts of Java like Collections, **Multi-Threading**, Exception Handling, Generics, Synchronization, Serialization, and De-serialization.
- Expertise in the implementation of Core concepts of **Java, J2EE Technologies: JSP, Servlets, JSF, JSTL, EJB** transaction implementation (CMP, BMP, Message-Driven Beans), **JMS, Struts, Spring, Hibernate, Java Beans, JDBC, XML, Web Services, JNDI, Multi-Threading** etc.
- Expertise in developing **Microservices** using **Spring Boot** and **Node JS** to build more physically separated modular applications which will improve scalability, availability, agility of application.
- Experience with **JAX-RS API (Apache CXF, Jersey)** and **Spring** with **REST API** to create **REST web services** also developing **web services, generate stubs**, and consume existing services using **WSDL, SOAP, and AXIS**.
- Migrated the web service resources of **SOAP** to **Spring RESTful** using **Spring REST API** with **Spring Boot**.
- Experience in various **Spring Framework** features like Spring Core, Spring MVC, Spring Boot, Spring REST, Spring IOC, **Spring Security**, Spring Injection, Spring JPA Crud, and Spring Annotations.
- Developed **Spring MVC, Dependency Injection (DI)** and **Aspect Oriented Programming (AOP)** features along with **Hibernate** and also developed the **Agent Verification System** by using the **Spring MVC** framework.
- Used **Hibernate** ORM framework as persistence engine and configured O/R mapping and worked with Hibernate Connection Pooling, HQL, Collections, Hibernate Caching, Hibernate Transactions.
- Experience in using **JSON Web Tokens (JWT)** to securely communicate **JSON Objects** and develop a secured authentication and authorize the **REST API calls** and **Spring Security** on the top.
- Experience in developing **Junit testing** using tools like **Mockito, Power Mockito, Log4j, Jasmine, Karma**, and for web applications **Postman, Swagger**, and **automation** framework like **Selenium**.
- Worked in designing **point-to-point** and **publish & subscribe** java Message-Oriented Middleware models (**MOM**) using **Active MQ, Rabbit MQ, IBM MQ** and **Strom MQ**.
- Expertise working knowledge in build tools like **Maven** for **build tools automation, Gradle, ANT, Hudson**, and **Atlassian Bamboo** for **continuous Integration** and **SBT (Scala-based build tool)**.
- Extensively worked with **source control** like **GIT** for **Continuous Integration/Continuous Deployment (CI/CD)** environment with **Jenkins, SVN** for **version management, CVS**, and **GitHub, Bitbucket** for **version control**.
- Experience in working, setting up the **CI/CD** pipelines using **Jenkins** by writing **Groovy** scripts and integrating the pipeline with **GIT, Bitbucket, SVN** and with **Maven** for build automation.

- Experience in configuration and deployment of multi-tier application using servers like **Apache Tomcat, WebSphere, WebLogic.**
- Proficient with container systems like **Docker** and container orchestration like **EC2 Container Service, Kubernetes**, and Deployment of Cloud service including **Jenkins and Nexus on Docker using Terraform.**
- Good Experience in **Amazon AWS Cloud** administration which includes services like **EC2, S3, EBS, VPC, ELB, AMI, SQS, SNS, RDS, IAM, Route 53, Dynamo DB, Auto scaling, Cloud Front, Cloud Watch, Cloud Formation.**
- Experience using **AWS lambda** and used other AWS services like **AWS API Gateway** to configure restful endpoints and **AWS lambda** to write backend logic and used **Dynamo DB** which is used for database storage.
- Hands-on experience in **Azure Cloud Services (PaaS & IaaS)**, Storage, Web Apps, **Active Directory, ARM templates, Azure Container Service, VPN Gateway, Content Delivery Management, Traffic Manager, Azure Monitoring, OMS, Azure Key Vault, Visual Studio Online (VSO) and SQL Azure.**
- Hands on experience on **GCP** services like **Kubernetes Engine, Compute Engine, App Engine, Cloud functions, Cloud Run, Cloud KMS, Datastore, Fire store, Storage, Cloud SQL, Spanner, Pub/Sub, Dataflow, Big Query.**
- Expertise in writing **SQL queries** in **PL/SQL** and **T-SQL**, triggers, stored procedures in **RDBMS** like Oracle SQL, MySQL and Microsoft SQL Server.
- Hands on Experience in developing database applications using **Oracle, MySQL, Cassandra DB, DB2, MS SQL Server and PL/SQL Stored Procedures, Triggers, Functions, Data Modeling and Performance Tuning.**
- Well Experienced with IDEs like **Eclipse, Net Beans, IntelliJ IDEA** in **Windows, Linux, and Unix** environment.

Technical Skills

Software Methodologies	Agile, Scrum Design Pattern Session, BDD, TDD, Waterfall, Rational Unified Proc
Java Technologies	Java 8/11, Spring MVC, Spring Boot, Spring Framework, Hibernate, Servlets, JDBC, JSP, JSTL, Struts, Multithreading, Angular, Spring Security, Apache CXF, Swagger, JSP, Groovy Grails, React, Microservices, REST APIs
Web Technologies	HTML, CSS, XML, XHTML, DHTML, AJAX, Responsive Web Design, SASS, CSS3, JavaScript, jQuery, Flash
Languages	C, C++, Java, Python, .NET, XML, HTML, Shell, and Scala
IDE's	IntelliJ IDEA, Eclipse, Net Beans, Visual Studio, Dr Java
JavaScript Technologies	React, ReactJS, AngularJS, Angular, JavaScript, TypeScript, jQuery, Backbone.js, Require.js, Servlets, JSP, NodeJS, VueJS, Redux, JSON, JMS, React Native
Bug Tracking and Reporting	Asana, JIRA, Bugzilla, Bug Herd, Mantis Bug Tracker
Testing Tools	JUnit, JMeter, Mockito, Selenium, TestNG, Karma, Jasmine, FitNesse, Fire Poster, SOAP UI, Protractor, FireBug
Tools	Selenium, Postman, SonarQube, Log4J, JUNIT, Ant, Rational Rose, CVS, Karma, U
Project & Build Tools	Brazil, Docker, Kubernetes, Jenkins, Maven, Gradle
Version and Source Control	GIT, SVN, Bit-Bucket, CVS, Rational Clear Case
Web Servers	JBoss, Tomcat, WebLogic, WebSphere, Nginx

Database	MySQL, Dynamo DB, PostgreSQL, Oracle, MS SQL Server, MongoDB, Cassandra
Operating Systems	Windows, Linux, UNIX, MacOS
Messaging Platforms	Kafka, JMS, ActiveMQ, RabbitMQ, IBM WebSphere MQ
Cloud Computing	AWS - EC2, S3, VPC, Microsoft Azure, GCP, TwistLocker, PCF, Cloud Watch

Professional Experience**Client: AMAZON****July 2022 – Present****Location: Austin, Texas****Role: Software Development Engineer**

Incident Response and Management team collects, curates, and publishes monitoring signals used by both Software systems and **Incident resolvers** to detect and diagnose impact to Amazon retail customers. I am responsible for **UX Design** of a web application called '**Meerkat**' for an Internal Client called **CTOS** whose responsibility is to monitor Amazon Internal services. I was also Involved in a payments team called **Pay by Invoice (PBI)** which is a new payment method introduced by AMAZON for Organizations doing bulk purchases, here I was involved in developing a **Single Page Onboarding (SPO)** for this new payment method Pay by Invoice (PBI).

- Designed a Health Application which identifies unhealthy Services across regions in **Meerkat** – a Service which Monitors **Tier I Services** in AMAZON and helps **Incident resolution** teams prioritize and address the most impacted region during an Outage to minimize customer impact.
- Interacted with **Amazon** Internal Clients for making the User Interface more Interactable.
- Enhanced the Application Health Web page **UX** Interface to improve the User experience.
- Designed the web application for client data Purpose for user interactive web pages using web technologies like **HTML**, **CSS**, **jQuery**, **Type Script** and **Reactjs**.
- Using **React.js** for various predefined components from **NPM (Node Package Manager)** and **Redux library**.
- Refactored existing monolithic application by identifying components that needs to be transformed to **Micro-services** architecture interacting through a combination of **REST** and **AWS API-Gateway**.
- Experience in building isomorphic applications using **React.js** and **Redux** with **GraphQL** on server side and worked with **GraphQL** queries and use **Apollo GraphQL** library.
- Developed an '**Auto Refresh**' feature for **Meerkat**, a system which monitors the health of **tier-I** services across Amazon, which will update the UI on receiving the latest data.
- Developed Dynamic Drop-down filters that helps users identify the Impacted services across regions.
- Implemented **Single Page Onboarding** for customers signing up for **Pay by Invoice (PBI)** by reducing multiple stages of setup into a single page which Increased customers opting **PBI** as a primary payment method.
- Implemented '**Auto save**' feature in **Single Page Onboarding** when customer gets disconnected while signing up for **Pay by Invoice (PBI)** Payment setup for **Amazon Business Credit card** Portal.
- Launched '**Welcome Email**' for Amazon customers in Italy when they sign up for **Pay by Invoice**.
- Interacted with **business users** to understand the requirements and clarifying the understandings.
- Created **AWS Cloud Watch** Dashboards for Monitoring Amazon Business Order Rate Data.
- Created Multiple **CloudWatch Alarms** for Application Health Checks and Monitored them for Operational Excellence.
- Created **S3** Buckets and bucket policies were handled, and **S3** buckets and **Glacier** were utilized for storage and backup and worked on serverless applications using **AWS Lambda** along with services like **VPC**, **IAM**, **Route53**, **S3**, **API Gateway**, **Step Functions** per requirements.
- Set up **EC2** instances, **S3** volumes by using **AWS SDK** through Java for proving Virtual Desktop Images (**VDI**) to the users and created backup of these volumes.
- Created pipelines in **Meerkat** for Automation in **AWS Code Pipelines** to deploy Docker containers in **AWS ECS** using services like **CloudFormation**, **Code Build**, **Code Deploy** and **S3**.

- Manage infrastructure servers for **GIT** and Chef as well as our QA and UAT environments using Auto Scaling, Elastic Load Balancing, and Glacier on AWS **EC2** instances.
- Created custom sized **VPCs**, **subnets**, and NAT using **AWS Cloud Formation** templates to ensure the successful deployment of Web applications and database templates.
- Delivered various single page applications (**SPA**) using **React JS** and used various components in **Redux** library.
- Implemented **JAVA/J2EE** design patterns such as Factory, Template, MVC, Singleton, Command, State, Composite, Strategy and Observer.
- Used **AWS Dynamo DB** for storage and worked on **SQL Query Editor** for Query and analyzing Data.
- Implemented **SQS** by replacing the Java Messaging Service (JMS) calls with **AWS SQS** and connected to Amazon SQS using **AWS SDK** to process bulk emails.
- Created a **Slack** robot channel and Used **SNS** Service to Notify Team whenever a trouble ticket is Assigned to the team.
- Identified gaps in documentation of Teams **Wiki Portal** and took ownership to document and organized the content, this helped the **on-call** and new team members to quickly access and understand the required supporting materials.
- Participated in design and **code reviews** and documented **runbooks** on New Releases and Features of the team in wiki which is useful for the knowledge and steps to resolve an issue quickly and accurately.
- Created unit tests and **UI** tests using **JUnit**, **Mockito**, and Espresso respectively to ensure the application's functionality and performance.
- Used **Coral diver** as an API testing tool by providing requested end points and request body.
- Worked with Team to implement and maintain suitable **branching**, labeling, and naming conventions using **Git**.
- Used **Brazil** as Building tool for comprehensive CI solutions by integrating multiple tools into it, such as **Git** for repository access, **Maven** for Dependency management and build, **Apollo** for remote override testing.
- Expertise on working with Version Control System **GIT** for maintaining **GIT** source code, pulled, pushed, and performed merge requests into the Git Repository and deployed, configured GIT repos with branching, tagging and notifications.
- Used **Git** as Version Control tool and **code.amazon.com** to store the codes and scripts in the repositories and for better work culture.
- Built **CDK** pipelines for automating **Docker** image builds and **Kubernetes** container deployments and involved in the integration of **SonarQube** with Java Applications for Code Coverage.
- Developed **Python Scripts** to **start/stop** all the instances with a specific tag in **AWS Instance** using **Lambda** functions and made it into **Cloud Watch Scheduler** to schedule it every night.
- Experience on working with **IntelliJ** and used its standard features for Debugging, Running and Testing.
- Comprehensive understanding of **React Virtual Dom Algorithm**, for **React** performance optimization.
- Used **Asana** effectively to know the severity of the task and prioritized and completed the tasks accordingly.
- Used **Weblab** as a tool for launching big projects in Amazon where the project is launched gradually with certain constraints and created **MCM's** which documents launching of a new project in Amazon.
- Used **Horizonte** frameworks to build Web services.
- Assumed an **on-call** role for **6+** weeks and resolved multiple high priority tickets within minimum SLA by analyzing transporter logs and maintained stability.
- Shared expertise and knowledge by conducting various project level demos for colleagues, promoting cross-functional learning and collaboration within the team.

Environment: React.JS, Redux, ES6, React HOC, React Observables, React Async Await, React Promises, Typescript, Java script, HTML5, CSS, Java, MYSql, Dynamo db, Rest, GIT, Junit, Node.JS, Express.JS, Micro services, Asana, IntelliJ.

Client: Macys
Location: Atlanta, Georgia
Role: Java Full Stack Developer

Aug 2021 – June 2022

Macys accepts its payment by various credit cards, I was part of migrating legacy mainframe code to Java micro services, the work of the service is they will send us the encrypted files with all the details about the credit cards and payments, we need to decrypt it and do the required processing on those files encrypt back and send the output files.

- Active participation in all phases of **SDLC** including analysis, design, coding, testing and expertise in integration using J2EE architecture. Used the various Complex data structures in collections Framework in **Java/J2EE** for building the Business Logic.
- Worked with the team of **architects** and **back-end developers** to gather requirements and enhance the application functionality and add new features.
- Involved in bug fixing on functionality, performance and designing issues with **JavaScript** and **jQuery**.
- Designed and developed UI components, **routing**, **classes**, **validation rules** and form **data structures** on **AngularJS**, **Bootstrap** and various generic **JavaScript**, **Angular** functions to implement **client-side** validations.
- Extensively worked with **Angular** and java script to add functionalities and effects like Accordion, Infinite Scroll bar, Slider bar, Draggable/Droppable, Resizable, Progress bar.
- Developed proof of concept on **Angular** components and templates for the application, created multiple reusable components and services using **Angular** built-in and custom directives.
- Used **Angular** Dependency Injection (DI) to inject Angular Services and Custom Services, as well as built custom Directives to provide reusable component.
- Developed enhanced legacy application using reusable **Typescript** components and services to consume **REST APIs** using component-based architecture provided by **AngularJS** and services, modules using Typescript.
- Extensively worked on developing the components of UI using **Angular** and **JSON** to interact **Restful services** like **Jersey API** and also developed **Restful Webservices** to modify the appointments using **EWS Library**.
- Implemented **RESTful** Web services to retrieve data from client side and made **REST API** calls from **AngularJS** and parsed the data to the project to client and handled the **security** and **Authorization** using **Spring Security**.
- Developed the **multi-threaded** framework with **Object Oriented Analysis and Design (OOAD)**, **Java Concurrency** utilities and **Service Oriented Architecture (SOA)** mostly in cross platform environments using **Restful web services** with **JSON** representation and **XML** parsers like **JAXP SAX**, **DOM** and **JAX-RS**.
- Implemented **design patterns** like **Singleton**, **Factory**, **Prototype**, **Business Delegate**, **Session Facade**, **Service locator**, **Visitor**, **Observer**, **Decorator**, **Front Controller**, **DAO pattern** and **core Java** concepts like **Multithreading**, **Concurrency**, **Exception Handling**, **File handling**, **IO**, **Generics** and **Java collections**.
- Created logical bundles to represent the different functions of microservices using **Spring MVC (Model-View-Controller)**, **Spring Cloud** and **Spring Boot** based services interacting through combination of **REST API**.
- Maintained strong cohesion within a **single microservice** facilitating some degree of reusability with loosely coupled **Microservices** an performed **SIT Testing** activities (as a part of manual testing) to evaluate and support the Microservices by providing **end-to-end** application **testing** and also required **technical support**.
- Designed and developed the **Web Services** and **RESTful APIs** using **Jersey Framework**, and **SOAP** by using **Spring-WS web services (SOAP/RESTful)** and the applications are being scaled for the better performances.
- Worked on **Service Oriented Architecture (SOA)** such as **Apache Axis** web services which use **SOAP**, **REST**, and **WSDL (Web Service Description Language)** and also exposure to **JAXB**, **JAX-RPC**, and **JAX-RS & JAX-WS**.
- Implemented **RESTful** Web services to retrieve data from client side and made **REST API** calls from **AngularJS** and parsed the data to the project to client and handled the **security** and **Authorization** using **Spring Security**.
- Implemented workflow for **Spring Integration** framework along with **Spring MVC** to deliver the requirement.
- Implemented **ORM** using **JPA** and **Hibernate framework** also worked on Integration of **Spring** and **Hibernate** frameworks using **Spring ORM** with the **Spring framework** to communicate with the back-end process.
- Configured both the **Ping Access Proxy Gateway** to decode the **JSON Web Tokens (JWT)** and installed the agent on application server to communicate with **Ping Federate** server also implemented the **Spring security**, **OAuth** and **JWT Token Based Security** to authenticate and authorize the services endpoints.
- Developed **shell scripts** to backup and restore **Oracle** and **PostgreSQL** databases also used **Oracle Advanced replication** feature to set up **multi-master replication**, to dealt with **conflict resolution** and **performance issues** also implemented **Oracle database backup & recovery** solutions using **RMAN** and manual methods.
- Developed, implemented unit test cases and integration test cases using **chai** and **mocha**.
- Developed **JUnit** test cases and tested all components of the application using **JUnit**, **Mockito**, **PowerMock**, **Spring Integration** tests to improve the **code coverage**, performance and quality using **SonarQube**.

- Used **Maven** scripts to build the application and deploy on **WebLogic** Application Server and worked on **ANT**, **Maven**, **Log4J**, **Mockito**, **JMock**, **Testing** and **Apache Maven** as the software build tool and **Log4J** for logging and monitoring the errors and messages. Used Maven to build and deploy the application on **Apache Tomcat**.
- Developed the **Spring boot** app in **STS** with **GIT** as repository and used **Atlassian** tools like **Bitbucket**, **Bamboo** and **Jira** for build and Maintenance of the project also managed the control tool **GIT** to version code changes.
- Experienced in providing cloud Infrastructure using **Microsoft Azure**. Worked on creating **Virtual Private Networks (VPN)**, **Virtual Machines (VM)** and using **Azure** services like **Blobs**, **Tables**, **Message queues**.
- Experience with **Azure Microservices**, **Azure Functions** and **Azure Solutions** and used **Azure** for storage of data in cloud like **Azure Data Factory** and **Azure Cosmos DB**.
- Worked with **GraphQL** schema, queries, and mutations to interact with Mongo DB and several other data layers and used **Jenkins** for **CI/CD** & **SonarQube** plugin for code quality analysis and code efficiency.

Environment: **HTML**, **CSS3**, **Bootstrap**, **JavaScript**, **Angular**, **Spring MVC**, **Spring Boot**, **Typescript**, **Bootstrap**, **Microservices**, **Jasmine**, **Karma**, **Mocha**, **JSON**, **Spring Security**, **JWT**, **OAUTH**, **RabbitMQ**, **Oracle**, **PostgreSQL**, **Selenium**, **Postman**, **Junit**, **Mockito**, **PowerMock**, **Maven**, **Log4J**, **GIT**, **Apache Tomcat**, **Jenkins**, **AWS**, **AJAX**, **JSP**.

Client: **AXA XL Insurance**
Location: **Chennai, India**
Role: **Java Developer**

June 2019 - January 2021

AXA XL is a division of AXA Group providing products and services which is in Insurance Industry since 1991. The team I was involved works for Onboarding and Providing Support for the Clients who signs up for AXAXL Insurance Company. In Order to integrate flow of customer Information, Order management, financial entries, and Services operation, we developed II integration interfaces using **webMethods** as a middleware.

- Implemented **EDI** analysis, research, and documentation of transactional data set requests by the Company and issues from internal and external sources.
- Extracted Data and Analyzed it and created reports using SQL queries for all issued Action Items. Performed the Gap Analysis to find the existing gap between the HIPAA 4010 and HIPAA 5010 **EDI** transactions.
- Conducted thorough analysis of the Business Requirements and created design specification to accomplish and achieve business needs related to Healthcare **EDI** X12 transactions such as 835 and 837.
- Configured both the publish and consume sides of the integrations using **webMethods** JDBC v6 Adapter and Wm Flat File.
- Worked with **webMethods** services desk by identifying, troubleshooting, applying fixes and patches IS, Broker and other **webMethods** components.
- Retrieved and updated the required data from the data base by using the **SQL** queries.
- Worked with relational databases such as **DB2** and **Oracle**, maintaining and creating **E-R** diagrams for the database tables.
- Designed and implemented a **SQL** based database and associated RESTful web service that persists high-volume user profile data. Worked on Data Migration from **PL/SQL 11 to Oracle 12g**. Creating and replacing procedures to migrate old data into new system for the database storage.
- Worked on **CRUD** operations, such as insert, update, and retrieve with Hibernate used for database persistence.
- In Charge for writing **SQL** queries, **MySQL**, **PL/SQL** Procedures and gathered test data from SQL server.
- Worked on complex SQL statements, **Joins** and **Stored procedures** to fetch the data from the database that will extract data and compile it into meaningful reports.
- Hands on Experience with **Use case diagrams**, **Class diagrams**, and **Sequence diagrams** Creation using **Rational Rose** and used **Spring Framework** for **Dependency Injection** and integrated it with the **JSF** Framework.
- Worked as the part of a core team to **monitor** and **enhance** the performance of the application.
- Proficient with SQL queries by Using Oracle SQL developer to **select**, **insert**, **update**, **joins** etc. for testing and development purpose in local environment.
- Performed Data load activities using **HCM Data Loader** for Updating the latest data for customer information.
- Used Incident data for data analysis to provide input for key decision making and strategic planning in the team.

- Created various reports using **power BI** desktop.
- Worked on Microsoft Azure Services like Compute (Web Roles, Worker Roles), Azure Websites, Caching, SQL Azure, NoSQL, API Management, Scheduling, Auto Scaling and PowerShell Automation.
- **Used Scrum master tool to manage, track the issues reported by QA & prioritize tasks on Severity.**
- Worked with container-based deployments using **Docker, Docker images, Docker hub and Docker registries** and **virtualized** the servers using **Docker** for the environments needed by building **Docker Containers**.
- Used **Maven** scripts to build the application and deploy on **WebLogic** Application Server and worked on **ANT, Maven, Log4j, Mockito, JMock, Test-ng** and **Apache Maven** as the software build tool and **Log4j** for logging and monitoring the errors and messages. Used Maven to build and deploy the application on **Apache Tomcat**.
- Used **Log4j** for **logging message** at various levels and developed **JUnit** test cases for **Unit testing, integration, and Functional Testing** and worked along with Test/Quality engineers to define test plans.
- Worked on **Jenkins** to implement the **continuous integration (CI) and Continuous deployment (CD)** process.
- Used Agile Sprint planning and Scrum methodologies, used **JIRA** to create tasks and subtasks to assign work to team members and create and track the defects during the QA phase.

Environment: Java Struts, SQL, PLSQL, MySQL, HCM, Oracle SQL, MVC, Log4j, SOAP, XML, XSLT, WebSphere, JSF, JSP, Rational Rose, Spring Security, SAX, XML SPI, Jasper, Rational Clear Case, Junit, Spring Framework.

Client: HSBC Banking Limited

April 2015 – May 2019

Location: Hyderabad, India.

Role: Java Developer

- Good Experience with **Waterfall Methodology** to implement the application.
- Handled response data from Restful web services using **XML, JSON** and **jQuery** to update UI.
- Involved in the Development of Single Page Applications by utilizing **React Native, Angular 8, Node.JS, React.JS** and **Backbone.JS** in **MVC** framework.
- Good Experience on core concepts **JavaScript** like closure and **DOM** events.
- Created and worked with various **SQL** and **NoSQL** databases such as **AWS RDS Aurora DB cluster, MySQL, DynamoDB, MongoDB** and connected to the database through DB Instances using the **AWS Java SDK**.
- Worked on writing the **Maven** script for the build process and maintained the configuration file **POM.xml** for the continuous integration. Created a continuous integration system using **Maven, ANT, Jenkins, Ansible**.
- Well Experienced in managing the clusters using **Kubernetes** and worked on **creating pods, replication controllers, services, labels, health checks**. Design and developed **Containers as a Service (CAAS)** on **Kubernetes** and worked on Developing a **server-less microservices** by integrating **AWS Lambda, S3/Cloud watch/API Gateway**.
- Worked on Including **security groups, network ACLs, Internet Gateways, and Elastic IP's** to ensure a safe area for organization in **AWS public cloud**.
- Developed **AWS Lambda functions** in Python to support serverless architecture and perform automated data processing tasks, resulting in reduced infrastructure costs and improved efficiency.
- Designed and implemented complex **AWS S3 bucket** policies and security configurations to ensure **data privacy** and **compliance** with regulatory requirements.
- Experience in **AWS Cloud formation** for automating and provisioning of AWS resources like custom sized **VPC, NAT subnets, NACLs** for deployment of Web application and database templates by creating AWS CloudFormation templates and terraform and administering stacks by using templates.
- Integrated AWS S3 with other AWS services such as **AWS Lambda, AWS Glue, and AWS Redshift** to build scalable **data pipelines** for batch and real-time data processing.
- Created and maintained **AWS CloudFormation** templates for infrastructure as code deployment of **AWS Lambda functions, S3 buckets**, and other AWS resources, ensuring consistency and reproducibility across environments.
- Implemented **AWS S3** lifecycle policies to automatically move data to cheaper **storage tiers**, resulting in reduced storage costs without sacrificing data availability.

- Optimized **AWS Lambda function** performance by tuning memory allocation and adjusting timeout settings, resulting in faster execution times and improved user experience.
- Implemented **AWS S3 versioning** and object tagging to facilitate data management and simplify data retention policies, resulting in improved data governance and compliance.
- Conducted **AWS S3 performance testing** and analysis to identify and resolve performance bottlenecks, resulting in improved application performance and user satisfaction.
- Configured **AWS S3 cross-region** replication to enable disaster recovery and ensure data availability in case of region-wide outages or failures.
- Implemented Amazon **Route53** to administer **DNS** zones and give public DNS names to the IPs of **elastic load balancers**.
- Implemented **AWS Multi Factor Authentication** in **IAM** to use Google Authenticator and AWS Virtual MFA for two-step user access authentication.
- Configured **security groups**, **network ACLs**, **Internet Gateways**, and **Elastic IP's** to ensure a safe area for organization in **AWS** public cloud.
- Implemented a '**server less**' architecture using **API Gateway**, **Lambda**, and **Dynamo DB** and deployed **AWS Lambda code** and developed **Python Script** from **Amazon S3** buckets. Build a **Lambda Deployment function**.
- Proactive in updating the latest security patches to DB provided by **PostgreSQL** open-source community. Used **Docker** for deployment purpose and used **Kubernetes** to orchestrate the **docker** containers.
- Hands-on experience in **React.js** techniques like as **Redux**, **JSX**, **Form Validation**, **HOC** and **react-router**.
- Designed and developed **Microservices** based business components and **RESTful** service endpoints with **Spring boot**. Modernization is also contemplated as it is being migrated from **old tools** to **microservices**.
- Followed **Spring MVC** pattern and used **View Resolver** to map web pages.
- Created and extracting data from database by using **SQL Queries**, **My SQL**, **PL/SQL** Stored procedures, triggers, and packages on **Oracle database**. Deployed the applications on multiple **WebLogic Servers** and maintained **Load balancing**, **High availability**, and **Failover** functionalities.
- Created Typescript reusable components and services to consume **REST API's** using Component-based architecture provided by **Angular 6**.
- Synchronized data from **SQL databases** to Windows Azure using Data Sync jobs and improved the performance of data transfer between **Azure SQL** and WCF services by creating **Cache memory**.
- **Worked on the development of web services to run Application Programming Interface (API) using SOAP services.**
- Handled **Unit Testing** and **Integration Testing** and Deployed the application using **WebLogic** Web server.
- Used **XML** Schema and designed configuration for application and used **JUnit Testing** for performing **Unit testing**.
- Implemented the logic for **API Gateways** using **ZUUL API** for dynamic service, rating services and aggregations of services along with **Spring cloud sleuth**, **Zipkin** and **RabbitMQ** for dynamic tracing of microservices.
- Developed Web API using **MVC framework** for all business logic and exposed to the front-end interfaces.
- Implemented **REST** web service calls using **JSON**, **JAXRS** formats provided to be integrated on the front end and used **Spring ORM** module to integrate with **Hibernate**.
- Created both **xml** and **java** configuration files for setting up **Apache CXF** as **JAX-RS** runtime, **Spring Data** and **Spring JDBC template** technologies.
- Used **ORM** tool **Hibernate** along with spring framework to deal with database operations.
- Implemented logging using **log4j** and **Spring AOP**.
- Worked with Microservice architecture using Spring Boot to modularized code and implemented Rest API's using Spring Rest and integrated Swagger API for documentation.
- Used **Spring JTA** Transaction manager to remove the dependencies on the container.
- Implemented the mechanism of logging and debugging with **Log4j** and **JIRA**. Involved in Unit testing of the application using **JUnit**.
- Integrated **spring with Hibernate** for data access from **Oracle Database**.
- Used **Hibernate** mappings, relationships between tables and entity classes to access and update information in the database.

- Involved in Application Development using various Web/Application Servers like **Apache Tomcat Server**, **IBM WebSphere**.
- Documented the **RESTAPI's** using **Swagger** API for briefing the services involved in the application.
- Implemented the function to send and receive **AMQP** messages on **RabbitMQ** synchronously and asynchronously and send **JMS message** on the edge device.
- Developed test driven development code using **JUnit** and **Mockito** framework.
- Used **Karma** Test runner and **Jasmine** Testing frameworks.
- Worked on **Cucumber** for deriving the acceptance tests by forming cross-functional collaboration in a Microservices architecture.
- Hands-on Experience using **Jira board** for the track of work we have done.
- Worked on **Jasmine** for testing and performed Unit testing and execution testing utilizing **J UNIT**.

Environments: Angular, HTML, CSS, Bootstrap, Java Script, Swagger, Bitbucket, PCF, Type Script, HTML, CSS, jQuery, Swagger, JavaScript, XML, JavaScript, MySQL, PostgreSQL, Core Java, Spring Framework, Hibernate, Oracle DB, Karma, Jasmine Junit and Mockito, Spring Cloud, Agile, Scrum.



Ben is an expert senior technical-functional consultant with over 20 years of PeopleSoft system implementations, upgrades, system administration, DBA and integration experience. He provides consulting services ranging from PeopleSoft customizations to lead technical design and implementation for PeopleSoft projects with strong emphasis on knowledge transfer to the client and end user. He has given presentations to the PeopleSoft/Oracle community introducing and demonstrating the latest in PeopleSoft application integrations.

Summary of Qualifications:

- Senior PeopleSoft Lead Technical / Functional Consultant and Lead Developer
- PeopleSoft consulting experience includes multiple full lifecycle implementations and upgrades
- Solid understanding of PeopleSoft technical architecture and the latest Oracle/PeopleTools technology.

PeopleSoft Product Expertise

Accounts Payable
Accounts Receivable
Asset Management
Employee Self Service
Franchise Billing
General Ledger
Human Resources
Inventory
Manager Self Service
NA Payroll/Payroll Interface
Project Costing

Professional Experience

Ben Stevens Consulting, LLC – Owner, Partner Expert Oracle PeopleSoft Consultant

January 1996 – Current

Projects, Clients and Services

University of California Office of the President PeopleSoft Developer

January 2020 – February 2022 – PeopleSoft Developer
PeopleSoft HCM Developer – HCM 9.2 PeopleTools 8.56 – 8.58
2021 – PeopleSoft PUM 37 Upgrade Project, PeopleTools Upgrade
2021 – Pay Cycle Support team
2021 – PeopleSoft Fluid UI
2020 – Predictable Pay Developer, PR / AM / WFA / TAM Support, 250,000 employees
2020 – Payroll Automation
Proficiency with Stat, Service Now, JIRA, Amazon AWS / Appstream

The Newtron Group - HCM9.2 Upgrade Project Manager Lead Technical PeopleSoft consultant for PeopleSoft HRMS

2001 – 2021 – Multiple Projects/Engagements
2019-2021 – PeopleTools 8.58 Upgrade, PUM 40 maintenance, Fluid Self Service
2019 Ransomware / Disaster Recovery of PeopleSoft Systems
2018 HCM Upgrade from 9.1 to 9.2 Image 24, PeopleTools 8.56 Unicode Conversion
2018 HCM Convert Crystal Reports to XMLP / BI Publisher
2012: HCM Upgrade from 8.9 to 9.1, PeopleTools 8.53
2010: PeopleTools 8.50 Upgrade
2009: Manager Self Service, Applicant Self Service
2008: HCM Upgrade from 8.1 to 8.9, PT852, SQL Server 2008, Integration Broker
2008: HCM 8.9 Candidate Gateway, Talent Acquisition Management, Recruiting Customizations
2001 thru 2021: HCM Production Support, Tax Updates, Yearend W2 processing

LaQuinta Management Corp - Business Analyst – Irving Tx

January 2018 – April 2019

- Support Analysts for PeopleSoft 9.2 FINS, HRMS
- General Ledger, Payables, Receivables, Asset Management, Franchise Billing, Security
- 3rd party application administration: ReconNET, Cadency, Concur/EPM.
- nVision, XMLP BI Publisher reporting

April 2007 – September 2007

Developer GL/AP/PC/AM interfaces to Concur

General Ledger, AP, BI, AR, PC Support

PeopleSoft Enterprise Financials 8.9 production support

August 2004 – July 2005

Implementation of PeopleSoft Enterprise 8.8 Financials, Portal 8.8

Financials 8.8 Production Support, application performance tuning

PeopleSoft modules: AR, AP, GL, PC, AM, Franchise Billing, BI

Inventiv Health - Expert PeopleSoft Consultant – Princeton NJ

September 2016 – November 2017

- Project: PS 9.2 Project Costing Contract Billing Automation
- Concur Traveler Integrations / Enhancements
- PC XML interfaces between external ISM systems

Purchasing
Recruiting / Candidate
Gateway
Supply Chain Distribution
Travel and Expenses

PeopleSoft / PeopleTools Expertise

Application Messaging/XML
Application Packages
Change Assistant
COBOL customizations
Component Interfaces
Crystal Reports
DBA
EDI
Fluid / Guided Self Service
Installations
Integration Broker
LDAP Integration
Mass Change
nVision
PeopleCode
PeopleSoft Test Framework
PeopleTools 6 – 8.57
PUM
Installation/Management
SQR/SQR reports /
interfaces
System Administration
UPK – User Productivity Kit
Web Services/SOA
Weblogic, Weblogic
Clustering
WorkFlow
XML Publisher

Additional Product Knowledge

Digital Measures Activity
Insight
SciQuest eProcurement
ImageNow Integration
Concur Travel & Expense
Management
P8 FileNet Integrations
Sterling Background
Screening Automation

RDBMS Expertise

MS SQL Server 2000 thru
2016 DBA
Oracle 6 through 18 DBA

- Billing Automation interfaces, Billing Worksheet enhancements
- GL/AP/AR/BI/PC Production Support

Alliance Data Systems- Expert PeopleSoft Consultant - Plano, Texas

March 2015 – September 2016

- Project: HCM 92 Upgrade, production support
- Project: FSCM 9.2 Upgrade, production support
- Global Timekeeping Time Reporting Implementation & support
- Fluid Manager Self Service, Fluid Employee Self Service,
- Fluid Guided Self Service (GSS)
- Custom integrations between PeopleSoft GL and multiple 3rd party applications
- Concur Travel and PCard Integrations
- Contract and Billing enhancements, automations

Georgia Regents University- PeopleSoft Integrations Developer - Augusta, Georgia

October 2014 – February 2015

- Project – PeopleSoft Integrations with 3rd Party Web Application.
- Design and code PeopleSoft HCM 9.1 SOA integrations with 3rd Party application Digital Measures Activity Insight, using PeopleSoft Integration broker, XML Document model and RESTful web service APIs.

University of North Carolina at Chapel Hill- PeopleSoft Business Analyst -

January 2014 – October 2014

Project: PeopleSoft 9.1 FSCM Implementation

- Business Analyst for FSCM 9.1 Implementation – Data Conversion
- Business Analyst Asset management conversion from legacy FRS, configuration, training
- ePro / Purchasing Implementation/Support
- Budget, Commitment Control / Commitment Accounting
- Integration Broker – integration with 3rd party applications via web services (Visp, @Par, ImageNow)
- GL / Project Costing / Grants / Billing / Budget conversion from legacy FRS system

AvrioCorp – Lead PeopleSoft Integrations Consultant - Irving Texas

2009 – 2018 Multiple Engagements

PeopleSoft FSCM 9.2 Installation / Administration, update web service voucher interface

PeopleSoft Installer – PeopleSoft Financial Supply Chain FS91 Human Capital Management HC91,

PeopleSoft Campus Solutions Student Administration CS90, PeopleTools 8.53

Applied PS Maintenance Packs, PeopleTools Upgrades, PeopleTools 8.54

SQL Server 2008 DBA, Oracle 11 DBA, PeopleSoft system administrator

Configuration of Integration broker between PeopleSoft applications and 3rd Party Apps

Developed Web service integrations to IBM P8 FileNet, custom 3rd party applications

Developed Voucher component interface, Web Service Voucher Create

Customized XML batch voucher interface

Developed Web service that updates Employee/Student Checklists

PeopleSoft Testing Framework Installation/Configuration

Integration with Oracle Fusion 11, Oracle Identity Manager, Oracle Access Manager

Pier I – Lead Technical PeopleSoft Consultant

July 2005 – December 2013 – Multiple Engagements

Performance Tuning Load Testing DB Disaster Avoidance & Recovery	PeopleSoft Inventory and Distribution implementation 9.1 / migration from legacy mainframe Data conversion for Inventory Data, Purchasing, Vouchers, Receivers, Items from legacy mainframe applications PeopleSoft 9.1 Supply chain integration with 3 rd party applications using Integration Broker, web services QA and test cycle management with HP Quality Center XMLP BI Publisher reports January 2009-May 2009 HCM 8.9 Manager Self Service Employee Review HCM 8.9 / FSCM 8.9 Production Support FSCM 8.9 Implementation of Vendor managed inventory July 2005 – March 2007 Conversion/upgrade from JD Edwards World XE to PeopleSoft Enterprise Financials 8.9 PeopleSoft Modules: AR, AP, GL, AM, IN, PO, Distribution, Vertex User Productivity Kit Installation / Training / Administration
Systems Expertise: Amazon AWS Oracle Cloud Microsoft Azure VMWare vSphere Windows 2016 RedHat Linux Enterprise OS Disaster Avoidance & Recovery	
Programming Languages .NET VB/C# C / C++ / C# Java 2 JavaScript PeopleCode/Iscrip Perl PHP PL/SQL Python SQL SQR TCL/TK	The University of Texas at Dallas –Lead Integrations Consultant April 2010 – May 2011 Project: PeopleSoft FSCM 9.1 Implementation, Data conversion, integration with SciQuest eProcurement Integration Broker Configuration between PeopleSoft Financials FS9.1, Human Capital Management HC9.1, Campus Solutions Student Administration CS9.0 and external 3 rd Party application SciQuest eProcurement, person sync, payroll garnishments, vendors, projects, GL interface, Budgets/Grants Configured Sync web services for Vendors, Chartfields, Approvers, Combo Edit, Projects, Grants Developed Component Interfaces for Purchase Orders, Vouchers, Receivers, Vendors, Pre-encumbrance Journal Entries Design and developed custom workflow for Purchase Requisition validation, approval and budget checking, pre-encumbrance Security Administration Data conversion for GL, Vendors, Purchase Orders, Vouchers, Production support for FS9.1, SciQuest eProcurement
Professional Certifications MCSE+I (1999) MCDDBA (2000) Microsoft Site Builder (2000) PeopleSoft Pro Certified Installation Specialist (1999) PeopleSoft Pro Certified DBA (1999) Oracle OCP 2002	NetLan – New York November 2009 – April 2010 Project: Develop training materials, lead classroom training sessions at client facilities Developed customized PeopleSoft training material for State of New York PeopleSoft Instructor for PeopleTools 8.52, AP, AR, GL version 9.1 The National Academies Washington DC Lead PeopleSoft Integrations consultant for PeopleSoft 8.8 Expenses June 2009 – November 2009 Project: Developer Employee Self Service PeopleSoft Travel and Expenses 3 rd Party Webservice Integrations with Concur Traveler Expenses Ben E Keith Company – Ft Worth Texas – DBA / PeopleSoft Technical March 2009 – July 2009 PeopleSoft HCM Recruiting / Candidate Gateway Implementation. Applicant Screening with Sterling March 2003-July 2004 Technical Lead, Lead PeopleSoft Technical Consultant, DBA, System administrator FSCM 8.4 Implementation (Full Cycle) (AP, AR, GL, PO)

**TECHNICAL
SKILLS:**

Peoplesoft

PeopleTools v7.5/8.x
PeopleCode / IScript
Application Designer
Application Engine
Application Messaging
Integration Broker
Process Scheduler
PIA
Change Assistant
Upgrade Assistant
XML Publisher

Languages

PL/SQL
HTML
XML
CGI/Perl
SQL
PHP
JavaScript

Software Packages

Crystal Reports
Interwoven
Vignette Portal
STAT
Microsoft Project
Microsoft Visio
Segue Silk Performer
Mercury LoadRunner

Database

MS SQL Server
Oracle
DB2
MS Access
MySQL

Platforms

Solaris, HP-UX & AIX
Linux
Oracle AWS Cloud
Windows

PeopleSoft Modules

HCM 8.x/9.0/9.1/9.2
Portal 8.x/9.0/9.1/9.2
Financials 8.8/8.9/9.0/9.1
CRM 8.8/8.9/9.1
Supply Chain Management
8.9/9.0/9.1
PeopleSoft Campus
Solutions 9.0/9.1
EPM 8.9

Middleware

Tibco
Tuxedo/Jolt

Security Technologies

LDAP
TAM WebSeal
IBM Tivoli Identity Manager
Single Sign-On

Web Server

Netscape iPlanet
Microsoft IIS
Apache Web Server
Weblogic Web Server
IBM Websphere

Oracle Application Server
(OAS)

Ariba Buyer 7

Enterprise Manager
Tibco
Inspector
AML
AQL

**PROJECT MANAGEMENT
SKILLS:**

- Strong written and verbal communication & leadership skills.
- Technical Lead during the functional/technical design, build, test, and implementation phases of major enhancements and upgrades.
- Solid understanding of PeopleSoft and enterprise architecture required to design scalable environments for large-scale processing.
- Extensive knowledge of Software Development Life Cycle (SDLC) and Project Management methodologies which is implemented during all phases of an implementation to ensure a successful implementation.
- Strong knowledge of PeopleSoft and enterprise security including LDAP and SSO.
- Provided recommendations to ensure the stability of the PeopleSoft and Ariba architectures.
- Defined strategic direction for process improvements and application upgrades.
- Extensive technical and functional experience with PeopleSoft and Ariba technologies.

EXPERIENCE:

PeopleSoft Portal Administrator/HCM Developer University of California, Oakland, CA April 2015 - present

- Development of Commitment Accounting processes for end-to-end GL Post-Confirm activities.
- Integration and configuration of PeopleSoft HCM to external systems using integration broker for asynchronous processing.
- Development and design of interfaces between PeopleSoft HCM and external applications.
- Provided support during the migration and conversion to Oracle AWS cloud services.
- PeopleSoft HCM developer during the implementation of UCPath project which converted and consolidated all campus HR systems to Peoplesoft.
- Provided production support to the GL team for all post confirm processes.
- Performance tuning/enhancement of long-running Application Engine programs to reduce process times of GL programs.

Security

- Security implementation to integrate authentication from multiple locations utilizing Oracle Access Manager and Shibboleth
- Design and development of PeopleSoft security utilizing roles and permission lists to create role-based access to the application.
- Development of Application Engine program to scramble sensitive employee data in non-production environments.
- Configuration of Single Sign-On and Federated Authentication to provide secure access to PeopleSoft and non-PeopleSoft sites using Oracle Identity Management tools.
- Administration and maintenance of multiple development PeopleSoft environments
- Completed PeopleTools and application upgrade to PeopleTools 8.55/8.56 and PeopleSoft HCM 9.2

Portal

- Design and development of Interaction Hub including custom layouts, style sheets, and themes.
- Development of custom XSL templates for use with pagelets.
- Configuration of Unified Navigation to provide access to PeopleSoft HCM content.
- Implementation of Content Management System utilizing News Publication feature for management of important news to be displayed on portal homepage.
- Design and configuration of portal taxonomy using Navigation Collections and iScript to provide seamless access to PeopleSoft and non-PeopleSoft pages.
- Analysis and design of Fluid homepage using Fluid User interface in preparation of upgrade to PeopleSoft 8.55.
- Conversion of non-Fluid PeopleSoft portal to utilize Fluid features including redesign of homepage, pagelets, and integration of HCM application.
- Integration of Oracle Secure Enterprise Search between Interaction Hub and PeopleSoft HCM

PeopleSoft Portal Consultant University of Minnesota, Minneapolis, MN July 2013 – January 2014

- Implementation of Content Management System utilizing Managed Content and News Publication to maintain documents from various departments at the university
- Design and development of a custom Reporting Center which provided users one-stop access to all reports including PeopleSoft application reports and reports stored on external systems.
- Development of PeopleSoft Portal page utilizing features including Unified Navigation, WorkCenters and Dashboards.
- Configuration and development of custom search indexes using Oracle Secure Enterprise Search features during the implementation of PeopleSoft Portal.

- Integration of search engine from Campus Solutions, HCM, and Financials on the PeopleSoft Application Portal.
- Training of university employees and business analysts on core portal features.

PeopleSoft Portal Consultant NC State University, Raleigh, NC January 2013 – June 2013

- Development of researcher portal to provide access to applications and functionality required by campus researchers.
- Developed custom application using PeopleSoft WorkCenter which gave university researchers the ability to efficiently manage their projects.
- Developed application used by fiscal managers to manage the yearend close process and one-stop access to all tasks, queries, and alerts.
- Configuration and maintenance of Content Management system utilizing Managed Content and News Publications features to deploy content to multiple departments.
- Troubleshooting of portal components including integrations setup.
- Contributed to a presentation highlighting the PeopleSoft Portal functionality at the Midwest HEUG.

PeopleSoft Portal Consultant Covanta Energy, Morristown, NJ December 2012 – January 2013

- Designed and developed the Supplier portal
- Troubleshooting of portal user interface including templates and homepages for improved usability.

PeopleSoft Technical Consultant Exelon Corporation Chicago, IL October 2011 – April 2012

- Design and development of EPM Ledger Prep, Equitization, and Elimination programs for parallel processing of Budget, Actuals, and Forecast.
- Configuration of metadata objects including record metadata, TableMap, DataMap, Engine, Job, and Jobstream.
- Setup and troubleshooting of allocation manager rules, constraints, and filters.
- Identified and developed solution to address duplicate metadata objects created while utilizing the Allocation Rule copy function.
- Developed DataMover scripts to migrate metadata objects across multiple environments.
- Development of Oracle Stored Procedures to audit the amount fields during the Ledger Preparation process and notify a designated group when errors are encountered.
- Troubleshooting of Exelon's application engine programs to resolve project splitting errors.
- Provided technical support during the processing of Global Consolidations and Allocation programs.
- Performance tuning of application engine programs to improve process times.
- Database tuning including creation of partitions, tablespaces, and indexes for optimal performance.

PeopleSoft Reports Developer American Solutions for Business Glenwood, MN May 2011 – September 2011

- Tuning of existing reports to improve run time and provide business with pertinent data.
- Developed order management reports based on business requirements.
- Modification of material pick plan report to include data required for business needs.
- Modification of Inventory crystal reports.
- Development of custom reports for Billing and Inventory modules.
- Provided infrastructure recommendations to improve system performance.

PeopleSoft Portal Administrator Lexis Nexis Dayton, OH March 2011

- Created pagelets for PeopleSoft Portal 9.0 for HR to Asia Pacific and Europe.
- Imported external documents to the portal using PeopleSoft's Content Management utility.
- Configured navigation collections and content references specific to international business units.
- Configured security for portal content based on business unit.

PeopleSoft Technical Consultant Cabela's Kearney, NE November 2010 – February 2011

- Performance tuning of PeopleSoft FSCM applications to improve process times of long –running programs.
- Production support of PeopleSoft Financials and CRM applications.
- Reduced the processing time of Financials intercompany transfer application engine program from more than 7 days to less than 3 hours.
- Provided Best Practice documentation on the configuration of PeopleSoft Integration Broker to ensure optimal performance for high volume systems.

PeopleSoft Technical Project Manager Best Western Phoenix, AZ June 2010 – November 2010

- Led a team of onshore/off-shore developers and DBAs during the upgrade of PeopleSoft Financials and CRM.
- Fit/Gap analysis of the PeopleSoft CRM and Financial systems during the upgrade from v. 8.9 to v9.1.
- Led development during the conversion of existing CRM data to utilize the BORM object model using application engine and PL/SQL stored procedures.
- Reviewed current interfaces to determine which processes will be carried over to the new system, retired, or modified to leverage the latest PeopleSoft technologies.
- Analysis of all customized objects in the PeopleSoft application to identify objects that will be remediated in the new system.
- Designed technical plan to consolidate multiple CRM applications into one application.
- Coordinated the installation and upgrade of multiple CRM and FSCM applications to release 9.1 on PeopleTools 8.51.
- Reviewed the release notes for CRM 9.1, Financials 9.1, and HCM 9.1 to identify new functionality to improve business processes.
- Created detailed plan for the upgrade of the PeopleSoft applications which included review of compare reports, identification of custom objects, and process to retrofit or retire customized objects in the existing system.
- Troubleshoot issues during the installation and upgrade of PeopleSoft applications.

PeopleSoft Technical Consultant Illinois Central College Peoria, IL January 2009 – May 2009

- Provided post-implementation support for PeopleSoft Campus Solutions and Financials.
- Designed and implemented programs to interface between Campus Solutions and PeopleSoft Financials.
- Troubleshoot production issues within the Student Finance and Student Application module of Campus Solutions.
- Provided tuning recommendations of Integration Broker based on expected transaction type and load.
- Trained infrastructure team and developers on the usage of integration broker. This included recommendations on manual processes that could be converted to application messages for optimal results.
- Trained development team on XML publisher to effectively design and distribute reports to business analysts.
- Troubleshoot integration broker errors after PeopleTools upgrade.
- Provided training on ExcelToCI to utilize the business logic within a component to process data from excel files.

PeopleSoft Technical Consultant LDS Church Salt Lake City, UT October 2008 – December 2008

Development of custom Financial and HR applications

- Created technical design documents for the PeopleSoft Financials and HR systems.
- Developed an application to look up security credentials from LDAP server (Novell Directory Server) from PeopleSoft.
- Developed SQR application in PeopleSoft HCM to report department and employee status changes. This also deactivates their PeopleSoft account based on their employee status.

- Integration of ExacTrac Web Service in PeopleSoft Financials to interface with JP Morgan Chase's financial system.
- Provided technical detailed design specifications utilizing PeopleSoft to upload and maintain procurement records from field stores associated with the LDS Church.
- Customized the PeopleSoft user interface to provide a consistent 'look and feel' with other LDS web sites.
- Modified PeopleSoft sign in page to provide administrators the ability to post messages to users. The messages are updated via a maintenance page within the application thereby eliminating the need to modify the HTML page each time a new message is needed.

PeopleSoft Technical Consultant Giant Eagle Pittsburgh, PA October 2008

PeopleSoft Portal and Integration Broker Training

- Responsible for troubleshooting the PeopleSoft portal application.
- Set up and configuration of Integration Broker for real-time data synchronization.
- Configured the content management utility of the PeopleSoft Portal.
- Modified the security process utilizing application messaging for dynamic role and user updates.
- Trained employees on the maintenance of the PeopleSoft portal.

PeopleSoft Technical Consultant University of Akron Akron, OH May 2008 – September 2008

Upgrade of PeopleSoft Portal to v9.0 and implementation of Integration Broker.

- Managed the upgrade of PeopleSoft portal from v. 8.8 to v. 9.0.
- Fit/Gap analysis of the PeopleSoft HR and Financial systems during the upgrade from v. 8.8 to v9.0.
- Created technical design documents based on business requirements during the PeopleSoft HR and Financial systems.
- Configuration and tuning of PeopleSoft Integration Broker.
- Implementation of process to synchronize user profiles between the LDAP servers and Student/HR based on relationship (student, employee, or instructor) with the university.
- Provided infrastructure recommendations on the tuning of web and application servers to allow for over 30,000 users.
- Implementation of Single Sign-On between PeopleSoft Portal, PeopleSoft Campus Solutions, and PeopleSoft Financials.
- Integration of PeopleSoft portal with PeopleSoft Student/HR and PeopleSoft FSCM.
- Conversion of content management data from Portal v9 while addressing the structural changes within v9 records.
- Created technical design document which will be used to convert COBOL programs to application message programs and leverage the functionality of Integration Broker.
- Led a training session on PeopleSoft integration broker which included creating application messages, setting up of the integration broker, gateway, and message routings, monitoring of integration broker messages, and debugging techniques.
- Migrated content registry objects, pagelets, security definitions, and custom objects between v8.8 and v9.
- Provided guidelines on the administration of process scheduler jobs and processes by the operations staff. This included error handling and notification as well as optimization of jobs and process.

PeopleSoft Technical Lead Fairview Minneapolis, MN January 2006 – April 2008

Technical lead on the implementation of PeopleSoft HCM, FSCM, EPM, and Portal

- Led the design and development of conversions and interfaces during the implementation of PeopleSoft HCM and FSCM.
- Led the full cycle implementation of the PeopleSoft Portal to interface with HCM, FSCM, and additional corporate applications.
- Fit/Gap Analysis of Fairview's existing HR, Finance, and Supply Chain systems which were to be replaced by PeopleSoft.

- Managed the integration between PeopleSoft and multiple external systems including HighJump, RightFax, and Wells Fargo bank.
- Implementation of LDAP between PeopleSoft and Novell Directory Service.
- Integration of PeopleSoft portal with PeopleSoft EPM, Business Objects, PeopleSoft FSCM, and PeopleSoft HCM.
- Utilized Integration Broker to synchronize security definitions between PeopleSoft Portal, EPM, FSCM, and HCM.
- Provided Best Practice recommendations on the successful deployment of the PeopleSoft Portal.
- Provided infrastructure support required to maintain over 25 PeopleSoft environments.
- Coordinated the effort needed to keep all PeopleSoft environments up to date with the latest patches and bundles.
- Responsible for troubleshooting production errors and providing fixes for defects.
- Developed an automated process to archive inbound files used for interface programs on production UNIX servers.
- Led a team of PeopleSoft administrators and infrastructure analysts during the performance and integration testing for all PeopleSoft environments.
- Worked with functional leads to determine the critical business processes to be used for performance testing.
- Created a performance test plan to include the scope of performance test, processes to be tested, and criteria for acceptable performance including number of concurrent users and system response time.
- Coordinated the scripting and script execution efforts needed for performance testing.
- Coordinated the stress test to identify system failure points.
- Reviewed the results of load and stress testing and modified environment parameters to optimize performance while maintaining the required number of concurrent users.
- Developed a load-balanced environment required to maximize system uptime.
- Responsible for tuning application, web and process scheduler servers for optimal system performance.
- Trained developers, security administrators and infrastructure analysts on PeopleSoft coding, security, and architecture requirements.
- Trained client staff on the maintenance and support of the PeopleSoft Portal.
- Development of 'Best Practices' document for development and code review standards, migration policy, and environment usage guidelines.
- Responsible for applying Application and PeopleTools upgrades and patches using Change Assistant and Upgrade Assistant.

PeopleSoft Technical Consultant Ameritrade Omaha, NE September 2005 – January 2006

Development and infrastructure support during the implementation of PeopleSoft HCM.

- Performed the daily maintenance of PeopleSoft HCM while providing architectural and technical recommendation to improve business processes.
- Developed a process to deliver Employee Benefits Confirmation summary while leveraging the capabilities of PeopleSoft Employee Self Service.
- Automated the report delivery process by utilizing the functionality of PeopleSoft to create scheduled tasks and deliver reports to the related user groups.
- Created technical design documents based on business requirements.
- Developed SQR reports to retrieve benefit enrollment elections and send to users during Open Enrollment.
- Applied PeopleSoft updates and patches to all environments.
- Implemented tax updates to conform to current tax rules.
- Infrastructure configuration of application, web, and process scheduler servers for optimal performance and high availability.
- Provided production support and identified areas of improvement for PeopleSoft Time & Labor and Benefits.

- Configuration of the PeopleSoft process scheduler server to include the report server and distribution options, Single Sign-on for secure access of reports, and Application Messaging using integration broker for report distribution and management.
- Provided infrastructure support for the PeopleSoft application including configuration of the application and web servers for optimal performance while creating a system with fail-over and load-balanced capabilities.
- Integrated LDAP using SSL into PeopleSoft while building upon PeopleSoft password controls to streamline the account lockout process, improve application security and minimize the administrative hours spent on PeopleSoft user profiles
- Modified sign-on PeopleCode to utilize LDAP login credentials and synchronize user profile elements with PeopleSoft HCM.

Application Development Specialist CNA Insurance Chicago, IL January 2001 – July 2005

Application architect and lead developer in a 12-person team with internal and external contributors for the implementation of Peoplesoft and Ariba Buyer supported by UNIX & Windows Servers.

Peoplesoft

- Designed and developed Batch and Real-time Workflow Notifications and business process automation using Component Event Processing, Application Engine, Component Interface, and Peoplecode customizations.
- Customized existing Peoplesoft functionality and created custom pages using Application Designer and Peoplecode.
- Developed custom reports using Peoplesoft Query, SQL, and Application Designer.
- Created online method of report delivery using Application Designer and Process Scheduler run controls that can be accessible via Peoplesoft Query Manager, Crystal Reports and Excel.
- Developed an online message board, similar to Yahoo, which allowed users to communicate internally using Application Designer and Peoplecode.
- Developed a custom whiteboard application located within the header section of the Peoplesoft application that is used by the Helpdesk to notify users of application and system outages using Application Designer and Peoplecode.
- Created an application engine program used to extract user information from an HR Data Warehouse, import the data into Peoplesoft security tables, and dynamically create user accounts.
- Developed, presented, and managed project plans, work plans, presentations and the overall implementation approach for the project.
- Developed a Peoplesoft JMS target connector to interface with a legacy system via IBM MQ Series.
- Installed, configured and administered development, testing, sandbox, and production environments for Peoplesoft Portal, Financials, and PeopleTools on a physical/logical 3-tiered environment.
- Installed and configured Peoplesoft development environment on single-user workstations.
- Maintained multiple application, web, and process scheduler servers across a 3-tier environment.
- Provided architecture guidelines during the creation of the Peoplesoft HCM and CRM environments with regard to load balancing and optimal system uptime.
- Identified and resolved software bugs on Peoplesoft Portal and PeopleTools v8.x.
- Performed upgrades and applied software patches on PeopleTools, Portal and Financial applications.
- Production support of Peoplesoft Portal, HCM, CRM, and Financials.
- Implementation of STAT for the upgrade of the Peoplesoft application including project migrations.
- Provided infrastructure and systems architecture requirements and guidelines for the installation and maintenance of Peoplesoft Portal, Peoplesoft FDM v.8.x, CRM 8.8, Peoplesoft HCM, and Ariba Buyer v.7.

Peoplesoft HCM

- Technical Lead during the implementation of Peoplesoft HCM.

- Implementation of Peoplesoft security including roles, permission lists, and dynamic user profiles for Peoplesoft HCM.
- Requirements-gathering and customization of Peoplesoft HCM modules including Administer Workforce, ePerformance, eRecruit, Benefits, Payroll, Self Service.
- Assisted with the Fit/Gap analysis of the Peoplesoft HCM which included development requirements, system modifications, and standard solutions.
- Developed an API to import applicant details from a home-grown system into Peoplesoft eRecruit.
- Developed and supported data feeds between Peoplesoft eRecruit and an external system.
- Developed workflow processes within Peoplesoft HCM to alert managers and HR administrators when an applicant becomes an employee. This facilitated the generation of an employee ID using an external system and the import and linking of the created employee ID with the applicant information within the Peoplesoft application.
- Modified Employee and Manager Self Service pages to control the data employees and managers are allowed to access and update.
- Modification of the process flow of several pages within Administer Workforce and ePerformance modules.
- Configuration and maintenance of Administer Workforce, ePerformance, eRecruit, Benefits, Payroll, Self Service modules.

Peoplesoft EPM

- Implemented ETL and EW loading, troubleshooting, data scrubbing and creation of custom reporting solutions
- Development and maintenance of data marts for Peoplesoft EPM
- Setup and configuration of rules based on business requirements including metadata definition.
- Troubleshoot performance issues related to application bottlenecks during the ETL and data loader processes.
- Customizations to the EPM Budgeting module based on client requirement.
- Development and unit testing of EPM allocation rules.
- Developed and maintained user security profiles, role and permission lists definitions.

Peoplesoft Financials

- Participated in the Fit/Gap analysis and scope definition during the implementation of Peoplesoft Financials.
- Create technical design documents based on client goals and outcome of definition meetings.
- Provided technical resources during the implementation of Peoplesoft Financials with regard to the AP, AR, and GL modules.
- Developed and configured PeopleSoft Security for Financials users.
- Facilitated the implementation of Peoplesoft Financials SPI.
- Customization of AP and AR modules based on client requests.
- Development of custom pages to integrate external handling of check requests between employees and AP application support group.

Peoplesoft CRM

- Designed the integration between Peoplesoft 8.8 CRM for Insurance and a legacy Insurance system using Integration Broker, Application Messaging, Application Engine, Component Interfaces, PeopleCode, Websphere, Java, and MQ Series technologies.
- Designed and implemented Peoplesoft 8.8 CRM Customer and Contact Management, Business Object Relationship Model (BORM), 360 Degree View, Case, Opportunity, and Worklist customizations, including new Pages, Records, Fields, PeopleCode, and Workflow.

- Designed and implemented Peoplesoft 8.8 CRM Technical Architecture for Insurance projects including infrastructure, database, environment and application strategy, database and server administration, migration and change control, and enterprise security.
- Performed heavy customizations of the HelpDesk, Defect Management, and Call Center modules.
- Modified delivered Call Center search page to query multiple systems including a legacy system using utilizing Integration Broker and IBM MQ Series.
- Participated in client workshops and regularly led meetings with business and IT stakeholders to provide functional and technical input into the analysis, design, construction, and implementation of Peoplesoft CRM 8.8 Core Components, Help Desk, Defect Management and Insurance module.
- Provided archiving guidelines for the optimal performance of the CRM application.

Peoplesoft Portal

- Technical Lead during the implementation of Peoplesoft Portal.
- Collaborated with business analysts to create a detailed design document based on client requirements.
- Created system and functionality test plans and assisted Testing Lead during User Acceptance Testing and Systems and Integration Testing processes.
- Implemented a seamless integration of Peoplesoft Portal, Peoplesoft HCM, Peoplesoft EPM, and Vignette Application Portal.
- Modified the user interface of the Peoplesoft Portal including stylesheets, header and footer, and portal navigation based on client requirements to provide a uniform look-and-feel across several applications using Application Designer, Peoplecode, Iscript, and HTML.
- Leveraged the content management features of Peoplesoft Portal for the dynamic maintenance of news and articles for internal and external users.
- Implementation of the user security authentication layer using Peoplesoft security, LDAP, and Tivoli Access Manager.
- Developed API to facilitate single sign-on from Peoplesoft portal to Peoplesoft Financials and a third-party eCommerce application in order to provide a seamless login process for users.
- Integration of Peoplesoft HCM and EPM menu and security definitions into the People Portal navigation allowing users to access content from external system based on their security profiles.
- Established Single Sign-On between Peoplesoft Portal, HCM, and EPM.
- Developed a process using Integration Broker to synchronize role and user definitions from Peoplesoft HCM to Peoplesoft Portal and EPM.
- Created and maintained security profiles on the Peoplesoft Portal and Financial modules.
- Performed system testing of the portal environment to identify compatibility issues between Netscape and Internet Explorer web browsers.
- Designed custom pagelets to consolidate information across multiple databases and display on the portal homepage.
- Developed personalized portal templates and administered portal taxonomy with security definitions at the application and individual page levels.
- Setup verity search engine to index and allow external content to be accessible via the portal.
- Trained developers, support staff, and business analysts on the use of the Peoplesoft Portal.

Peoplesoft & Enterprise Security

- Designed the architecture for an enterprise user security solution for Vignette Application Portal, Peoplesoft Portal, and Peoplesoft HCM to utilize LDAP, IBM Tivoli Access Manager, and Active Directory.
- Developed an enterprise security roadmap identifying current security protocols and guidelines to streamline the security processes by leveraging LDAP, Active Directory, IBM Tivoli Identity Manager, IBM Tivoli Access Manager, and Single Sign-On.
- Developed a process to synchronize user credentials using synchronous messages between Peoplesoft HRMS, Peoplesoft EPM, and Peoplesoft Portal.

- Participated on the Sarbanes Oxley initiative to ensure all systems were in compliance with the recommended guidelines.
- Worked with the Internal Audit staff on process documentation, internal control evaluation, test plans, testing and remediation.
- Developed and implemented enterprise and application security within the Peoplesoft application.
- Implementation of Tivoli Identity Manager for the provisioning of enterprise applications.
- Performed assessment of individual application security requirements needed to build the schema for Tivoli Identity Manager leading to the consolidation and retirement of multiple security sources.
- Developed an automated data-feed from Tivoli Identity Manager to Peoplesoft HRMS.
- Designed and maintained user groups in Tivoli Access Manager needed to improve application security.
- Upgrade of Tivoli Access Manager(TAM) WebSeal to TAM v5.1

Ariba

- Installation, administration and development of Ariba Buyer 7.0.
- Provided production support and maintenance of Ariba Buyer.
- Modified approval flows for Expense Report and Requisition modules based on business rules.
- Developed custom queries and web-enabled reports for Expense Report and Requisition modules.
- Redesigned user interface and developed java validation and triggers.
- Created and redesigned integration events and scheduled tasks for mass updates to the Ariba database.

Technical Consultant Peoplesoft, Inc. Pleasanton, CA March 2000 – December 2000

Reason for leaving: Accepted opportunity to expand Peoplesoft experience.

Led a team of seven consultants in the development of eBusiness applications

- Developed web based applications using PeopleTools 7.5 and 8.1.
- Configured, updated and administered Web Servers and Application Servers for 3-tier connections for field consultants.
- Configured, updated and administered development and production database environments for the eBusiness development team.
- Designed business-interlink objects to integrate the eBusiness system with external systems.
- Designed applications needed to implement Peoplesoft's portal technology with eBusiness applications.
- Leveraged Tivoli Access Manager during the integration of Single Sign-On between Vignette Application Portal and Peoplesoft Enterprise Portal.
- Performed full Peoplesoft product installation of HRMS and Financials on Windows NT/ SQL Server and RDBMS platforms.
- Built, recovered and restored Peoplesoft production and development databases on SQL Server RDBMS.

Technical Consultant (Part-time) Ace Consulting Services Chicago, IL January, 1998 – December 2000

Reason for leaving: Accepted Full-Time employment with CNA Insurance

- Analyzed client needs and implemented requirements in various projects.
- Designed web sites for clients.
- Provided and maintained web-hosting services and shell accounts for clients.
- Set up and troubleshoot computer systems.
- Installed and configured systems for network access.
- System Administration on Linux Operating System.

EDUCATION: Northern Illinois University, DeKalb, IL, Dec. 1999
Major: Computer Science

BACKGROUND

Tre is a Senior Application Development 9.2 Consultant, who has more than 25 years of experience with PeopleSoft Applications and a total of 26 years of IT experience. Tre has worked on PeopleSoft 9.2 projects as a technical team lead, senior technical consultant and as a senior technical-functional consultant. Tre has supported upgraded, implemented, and maintained HCM 9.2 Fluid Interface Design, Fluid Security, Payroll Interface, TAM, Supply Chain, Financials, eApps, ESS, MSS and Approval Workflow Engine (AWE) for HCM, Form Builder and Approvals, XMLP reporting and HCM Applications. His work experience includes providing fit-gap analysis to determine end-user requirements regarding the design of reports and PeopleSoft applications, working on Conversion Teams to convert data from third party systems to feed into PeopleSoft applications and well as working on several PeopleSoft Upgrades from 9.X to 9.2. He has extensive experience with SQR, Application Engine, Component Interfaces, Query, and PeopleCode, where he has developed several new pages, interfaces, and reports between PeopleSoft and third-party vendors' systems. In addition, Tre is proficient with latest tools release PeopleTools 8.59.XX, Data Migration Workbench, PeopleSoft Fluid Design and Security, Related Content Services, Smart HR Templates, Navigation Collections and Guided Self Service. He possesses indispensable leadership capabilities, excellent problem-solving skills, and is a quick learner. He is dedicated to using his fact-finding, issue-analysis, and problem-solving skills to help further his client's project success. His business knowledge and technical background allows him to engage in both technical and functional consulting.

EDUCATION

Illinois State University

Bachelor of Science – Applied Computer Science

CERTIFICATIONS

Certified Technical PeopleSoft 8.x Consultant

Jun 2001

PEOPLESOFT PRODUCTS

- | | | | |
|-------------|--------------------|---------------------|-----------------------------|
| ◆ HCM | ◆ ePerformance | ◆ Payroll | ◆ Variable Compensation |
| ◆ AWE | ◆ Base Benefits | ◆ Billing | ◆ Profile Management |
| ◆ Expenses | ◆ Accounts Payable | ◆ Purchasing | ◆ Benefits Administration |
| ◆ MSS | ◆ ESS | ◆ Federal HCM | ◆ PeopleSoft Security |
| ◆ eBenefits | ◆ Recruiting | ◆ Payroll Interface | ◆ Order Management |
| ◆ AR | ◆ eComp | ◆ Pension | ◆ HCM Commitment Accounting |

TECHNICAL SKILLS

PEOPLESOFT

- | | | | |
|--------------------|----------------------|-----------------------|-----------------------|
| ◆ BI XML Publisher | ◆ Fluid Development | ◆ Fluid Deployment | ◆ AWE for HCM |
| ◆ Work Centers | ◆ Smart HR Templates | ◆ PeopleTools | ◆ Component Interface |
| ◆ PS Query | ◆ Data Mover | ◆ Workflow | ◆ Query Tree Manager |
| ◆ Security | ◆ Report Manager | ◆ Import Manager | ◆ Dept Tree Manager |
| ◆ App Messaging | ◆ Application Engine | ◆ Guided Self-Service | |

DATABASES

- | | | |
|----------|-----------|------------------------|
| ◆ Oracle | ◆ DB2 MVS | ◆ Microsoft SQL Server |
|----------|-----------|------------------------|

THIRD-PARTY PRODUCTS

- | | | | |
|---------------------|---------------------|------------------|-----------------------------|
| ◆ ClearCase | ◆ Visual SourceSafe | ◆ HEAT | ◆ Citrix |
| ◆ Tesseract | ◆ Maestro | ◆ SQL Navigator | ◆ Websphere Portlet Factory |
| ◆ Test Director | ◆ Toad | ◆ UltraEdit32 | ◆ Rational Clear Quest |
| ◆ HP Quality Center | ◆ STAT | ◆ Beyond Compare | ◆ Inkscape |

OPERATING SYSTEMS

- ◆ DOS
- ◆ Windows 7
- ◆ TSO
- ◆ Windows NT
- ◆ MAC OS X
- ◆ UNIX
- ◆ Windows 10
- ◆ Windows Professional

PROGRAMMING LANGUAGES

- ◆ SQL
- ◆ PL/SQL
- ◆ PeopleCode
- ◆ XML
- ◆ Visual Basic 6.0
- ◆ NVision
- ◆ SQR
- ◆ C++
- ◆ Crystal
- ◆ COBOL
- ◆ HTML
- ◆ Business Objects

PROJECT EXPERIENCE**City of Hope****Feb 2021 – Current****HCM 9.2 Production Support | HCM FSCM Beeline Integration****City: Irwindale, CA**

Tre is staffed as the Senior Application Development Consultant working on various modifications and customizations for the client HCM 9.2 system within their production support team

Environment Snapshot: HCM 9.2 | PeopleTools: 8.59.02 | Oracle 19.0.0.0.0 | PUM 42

- Implemented and created both HCM and FSCM integrations for their third-party vendor Beeline for their contingent workforce.
- Created custom MSS Fluid application for Teleworker status with AWE Approval Framework and approval tile.
- Fixing various production related ticket issues that are assigned to our production team using the STAT systems.

University of California: Office of President**Dec 2019 – Feb 2021****HCM 9.2 Production Support****City: San Francisco, CA**

Tre was staffed as the Senior Application Development Consultant working on various modifications and customizations for the client HCM 9.2 Payroll system within their payroll cycle support team

Environment Snapshot: HCM 9.2 | PeopleTools: 8.56.08 | Oracle 12.1.0.2.0 | PUM 32

- Resolving payroll development related issues
- Creating Emergency Service Request to be run for Emergency SQL updates and inserts
- Resolving Commitment Accounting and GL development related issues
- Running Security related queries and data dumping info for Payroll locations to access and review.
- Development new process to handle Commitment Accounting and GL functional requirements.

City of Hope**Dec 2019 – Oct 2020****HCM 9.2 Production Support****City: Irwindale, CA**

Tre was staffed as the Senior Application Development Consultant working on various modifications and customizations for the client HCM 9.2 system within their production support team

Environment Snapshot: HCM 9.2 | PeopleTools: 8.56.08 | Oracle 12.1.0.2.0 | PUM 32

- Making various modifications to their MSS Fluid Guided Self Service Termination Employee process and AWE Approval Framework.
- Implementing and making modifications to PeopleSoft Online Check functionality to meet the Payroll Department payroll business guideline and processes.
- Fixing their IB Sync issue with the changing account chart fields to ensure the correct setid is loaded between HR and Finance systems.
- Fixing various production related ticket issues that are assigned to our production team using the STAT systems.

Jacobs**May 2018 – Nov 2019****HCM 9.2 Project****City: Tullahoma, TN**

Tre was staffed as the Senior Application Fluid Development Lead Consultant working on various modifications, customizations, retrofitting and new development initiatives within the following modules or new technology offerings: Fluid MSS, Fluid Portal Security, Related Content Service, Guided Self Service, HR, AWE Approvals

Environment Snapshot: HCM 9.2 | PeopleTools: 8.54.33 | Microsoft SQL Server 14.0.17254.0 | PUM 30

- Configured the Fluid Guided Self-Service transactions to implement MSS Guided Self-Service HR transactions.
- Added new AVE approvals functionality for the guided self-service transactions.
- Created new Jacobs fluid homepage to allow managers to access their team.
- Set fluid portal security to allow managers and approvers access to approve guided self-service transactions.
- Created custom solutions to allow approvers to modify information that managers entered during the AVE approval processes.
- Modified the Related Content Service actions to only display what MSS transactions should be shown.

Cincinnati Children's HCM 9.2 Project

**Apr 2018 – May 2018
City: Cincinnati, OH**

Tre was staffed as the Senior Application Fluid Development Lead Consultant working on converting the client Microsoft Liquid form into the fluid online form with customized AVE Approvals functionality.

Environment Snapshot: HCM 9.2 | PeopleTools: 8.55.13 | Oracle 12.1.0.2.0 | PUM 24

- Developed a fluid customized bolt form solution to allow users to submit an online System Access Form with AVE multiple level of approvals, multiple approval steps, multiple approver criteria functionality.

Albertsons and Safeway HCM 9.2 Optimization Project

**Oct 2017 – Apr 2018
City: Phoenix, AZ**

Tre was staffed as the Senior Application Fluid Development Lead Consultant working on various modifications, customizations, retrofitting and new development initiatives within the following modules or new technology offerings: Fluid ESS and MSS, HR, Payroll, Labor Administration.

Environment Snapshot: HCM 9.2 | PeopleTools: 8.55.13 | Oracle 12.1.0.2.0 | PUM 24

- Developed a fluid customized bolt on solution to allow managers to submit payment adjustments to existing employee paychecks.
- Developed customized solution to allow managers to delegate multiple direct reports to one self-service transaction.
- Developed customized solution to allow delegation administrators to delegate multiple direct reports to one self-service transactions.
- Developed customized solution to allow all delegations submitted by managers to be auto approved.
- Created fluid tiles, navigation collections, fluid homepages to handle the following: given proxy access to initiate and/or approve manager self-service transactions, managers have access to manage delegation functionality.
- Developed new customized bolt on solution to handle Albertsons and Safeway labor agreements business processes through PeopleSoft Labor Administration framework.

City of Hope HCM 9.2 Upgrade Project

**Feb 2017 – Oct 2017
City: Irwindale, CA**

Tre was staffed as the Senior Application Fluid Development Lead Consultant working on various modifications, customizations, retrofitting and new development initiatives within the following modules or new technology offerings: Fluid ESS and MSS, Fluid Portal Security, Navigation Collections, Related Content Service, Guided Self Service, Activity Guides, HR, Benefits, Payroll, AVE Approvals and Data Migration Workbench.

Environment Snapshot: HCM 9.2 | PeopleTools: 8.55.13 | Oracle 12.1.0.2.0 | PUM 22

- Modified delivered Fluid ESS and MSS components to ensure delivered self-service functionality met the needs of all City of Hope user of the system community.
- Converted various custom and delivered classic pages into fluid design look and feel with new tiles; converted City of Hope .PNG and .EPS images into .SVG images for fluid image usage using Portal Branding Objects – Images and Inkscape image software.
- Created various navigation collections, custom fluid homepages, custom fluid pages to group both classic pages into a fluid design tile to be used by City of Hope fluid homepages with access to them being driven by security roles and permissions.
- Created new MSS fluid development with live data and static tiles, AVE approvals, Delegations, Proxy, Application Packages for City of Hope managers to submit other job-related actions for their direct reports.

- Created new ESS fluid development with live data and static tiles for users to view their training summary, employee voluntary contributions and other custom City of Hope self-service transactions.
- Lead meetings with City of Hope project team, project management and business stakeholders to discuss 9.2 Fluid Deployment and Selection Adoption Strategy for the entire organization going forward.
- Modified and created new Related Content Service Content and Actions to be used through the ESS and MSS fluid content references with access to those actions being driven by security permissions.
- Added custom City of Hope fluid security permissions and web services to handle users' access to the Navbar, Global Search, Classic Home, Navigations, Personalized Homepage, Activity Guides and Tile Order sequencing.
- Modified and configured delivered Guided Self Service and AWE approvals for MSS Terminate Employee, Request Reporting Change, Request Location to use custom approvals, custom user lists, custom generic templates, added level of approvals.
- Set up and using Data Migration Workbench to copy to file, compare, validate data sets and load from file various projects such as the migration of the Payroll Work Center.
- Lead and working with the development team in reviewing 9.2 upgrade compare reports, determining what customizations should come over from PeopleSoft 9.1, what delivered objects should revert back to delivered and reapply City of Hope customizations to Application Engine, Application Packages, BI Publisher, Business Processes, Components, Component Interfaces, Menus, Message Nodes, All Object PeopleCode, Permission Lists, Portal, Records, Translates, URL, Pages, Process Definitions, Indexes, Branding, HTML, SQRs and SQCs, COBOLs, Integration Broker for the HR, Benefits, Payroll modules.
- Lead and working with the development team on retrofit and new development item defects as a part of the City of Hope 9.2 Upgrade project team various testing cycles.

United States Department of Defense HCM 9.2 Upgrade Project

**Apr 2016 – Feb 2017
City: Arlington, VA**

Tre was staffed as a Senior Application Fluid Development Lead Consultant with DOD-CSRA technical team working on various DRAS2 design initiatives within HCM, Benefits and Employee and Manager Self Service Fluid Interface design modules

Environment Snapshot: HCM 9.2 | PeopleTools: 8.55.13 | Oracle 12.1.0.2.0 | PUM 22

- Developed custom Employee and Manager Self Service applications that allow users to enroll and edit their Disability Enrollment and Open Season via mobile, tablet or desktop using Fluid Design, Fluid Tile (including Fluid Navigation Collection to allow for classic page design to be within the Fluid design look and feel) and CSS Stylesheets.
- Created .SVG images to be used as images (the only images that can be displayed on fluid tiles) on the Fluid Tiles with Branding Object Image uploads.
- Created Fluid Home pages and custom fluid security to allow payroll technicians to only access Fluid Homepages that are associated with their job-related tasks.
- Created Fluid Tiles to access classic pages optimized for mobile devices.
- Adding Drilling URL link to some of the custom queries being used by the pay technicians to access the component as the data is being displayed in the query.
- Developed processes to read data from third party systems that handle users Personal and Retirement data information using Application Engine, Component Interface, and Application Packages to transform it, validate and load the data into the PeopleSoft system.
- Developed various custom HCM and Benefit reports using Query and BI Publisher tools.
- Created Work Centers to allow payroll technicians to do complete job related tasked from one navigational pagelet.
- Created Smart HR Templates to all payroll technicians to hire/rehire payees into the system without the need to access the Job, Person, and Profile components.

International Institute of Education HCM | FSCM 9.2 Implementation Project

**Jan 2015 – May 2016
City: Manhattan, NY**

Tre was staffed as a Senior Technical HCM Conversion Lead with CIBER-IIE technical team working on various initiatives that includes conversion, modifications and Payroll Interface, Benefits and HCM.

Environment Snapshot: HCM 9.2 | PeopleTools: 8.53.14 | Oracle 11g

- Assisted in developing custom Benefit files to be used by CIBER GSC team to load PeopleSoft tables
- Worked the CIBER-IIE management to architect best practices for database environments and migration path for go live and post go live migrations.
- Coordinated with offshore and onshore to development of loading the data into PeopleSoft HR, and Benefits
- Worked with CIBER Manage Service team to assist with pushing inbound and outbound files to CIBER Benefit Vendors.
- Setup up configuration for Payroll Interface for exporting data from PeopleSoft to ADP (Workforce Now product)
- Developed custom AE process to have changes between the previous pay run period and the current pay run period be run.
- Ran and Resolved COBOL issues with PeopleSoft delivered Calculated and Confirming Deductions
- Responsible for ensuring the Payroll export file data meets ADP import standards
- Created several Benefit Reconciliation Reports between the vendor files and what was in Benefits

Host Hotels & Resorts
Jul 2015 – Apr 2016
HCM 9.2 Upgrade Project
City: Bethesda, MD

Tre was staffed as a Senior Technical HCM Consultant working on various initiatives that includes selectively converting ESS and MSS transaction to Fluid Interface, ePerformance modifications, Benefits Interfaces, Form Builder and AWE Approvals, custom forms with AWE and Workflow approvals and PUM Image 12/13 HCM upgrade and retrofitting.

Environment Snapshot: HCM 9.2 | PeopleTools: 8.54.03 | Microsoft SQL Server 12.0.4213

- Developed various forms that utilize PeopleSoft Form Builder and AWE Approvals.
- Developed various custom forms that utilize PeopleSoft HCM 9.2 Approval Framework with Adhoc Approvers, Application Packages, multiple approval levels, multiple transaction update per perform, AWE configuration, custom user lists and email templates, CI updates to the Job Data tables.
- Selectively converted portions of the self-service transactions from Classic PIA to Fluid PIA for the mobile and tablets landscape.
- Worked on customizing various aspects of the ESS and MSS Performance Management module for managers and employees from removing steps with the performance process steps, removing certain sections from the performance management pdf document, to restricting which managers are able to submit performance documents for approvals.
- Developed the outbound benefit interfaces that was sent over to United Health Care and Deloitte, who is handling their ACA benefit requirements.
- Worked with Host Change Assistant/System Administrator to review the upgrade compare reports from the PUM Image 12/13 and reapplying the customizations back in their environments.

Lone Star College
May 2015 – Nov 2015
HCM 9.2 Implementation Project
City: Houston, TX

Tre was staffed as a Senior Technical HCM Consultant working on various initiatives that includes custom forms with AWE and Workflow approvals, benefits interfaces, modification too custom eBenefits transactions, HCM, Payroll and Benefits bug fixes.

Environment Snapshot: HCM 9.2 | PeopleTools: 8.53.14 | Oracle 11g

- Made various online development modifications and fixes to the custom HCM, Payroll and Benefits transactions.
- Developed a stipend request form that utilize PeopleSoft HCM 9.2 Approval Framework with custom Application Package, multiple approval levels, self-approvals, bypass prior approvers, AWE configuration stipend request SETUP, custom user lists and email templates, CI updates to the Additional Pay Data tables, dynamic views.

UNC-Chapel Hill University
July 2013 – Jan 2015
HCM | FSCM 9.1 Implementation Project
City: Chapel Hill, NC

Tre was staffed as a Senior Technical Consultant on the UNC-Chapel Hill technical team working on various initiatives that includes conversion, modifications and enhancements within various HCM and Financials (Commitment Accounting, AP) modules.

Environment Snapshot: HCM 9.1 | PeopleTools: 8.53.11 | Oracle 11g

Environment Snapshot: HCM 9.1 | PeopleTools: 8.52.10 | Oracle 11g

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: LOT2400000011

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Tunabear Inc

Company

Jeri Hale

Authorized Signature

05 / 06 / 2024

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 1354530			Reason for Modification:
Doc Description: Prequalification Agreements IT Temp Staffing			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-11	2024-04-25 13:30	CRFQ 0705 LOT2400000011	1

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code: VS0000009995

Vendor Name : Tunabear Inc

Address : 11711

Street : Hillcrest Rd

City : Dallas

State : Texas **Country :** U.S **Zip :** 75230

Principal Contact : Jeri Hale

Vendor Contact Phone: 888-882-7988 **Extension:** N/A

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X *Jeri Hale*

FEIN# 26-3138066

DATE 05/06/2024

All offers subject to all terms and conditions contained in this solicitation



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 1354530

Doc Description: Addendum No 1 - Prequalification Agreements IT Temp Staffing

Reason for Modification:
Addendum No 1 is issued to
modify the bid opening date.

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-22	2024-05-07 13:30	CRFQ 0705 LOT2400000011	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code: VS0000009995

Vendor Name : Tunabear Inc

Address : 11711

Street : Hillcrest Rd

City : Dallas

State : Texas

Country : U.S

Zip : 75230

Principal Contact : Jeri Hale

Vendor Contact Phone: 888-882-7988

Extension: N/A

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X *Jeri Hale*

FEIN# 26-3138066

DATE 05/06/2024

All offers subject to all terms and conditions contained in this solicitation



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 1354530

Doc Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing

Reason for Modification:

Addendum No 2 is issued to
publish questions and answers.

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-29	2024-05-07 13:30	CRFQ 0705 LOT2400000011	3

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code: VS0000009995

Vendor Name : Tunabear Inc

Address : 11711

Street : Hillcrest Rd

City : Dallas

State : Texas

Country : U.S

Zip : 75230

Principal Contact : Jeri Hale

Vendor Contact Phone: 888-882-7988

Extension: N/A

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

FEIN# 26-3138066

DATE 05/06/2024

All offers subject to all terms and conditions contained in this solicitation

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Jeri Hale, VP of Technology Solutions

(Address) 11711 Hillcrest Rd, Dallas, TX 75230

(Phone Number) / (Fax Number) 214-616-5468

(email address) rfp@tunabear.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Tunabear Inc
(Company)

(Signature of Authorized Representative)

Jeri Hale / VP of Technology Solutions / 05/06/2024

(Printed Name and Title of Authorized Representative) (Date)

214-616-5468

(Phone Number) (Fax Number)

rfp@tunabear.com

(Email Address)