

Pooja Sharma MBA, OCS

Greater Seattle Area - Washington

Overview

A seasoned professional who has several years of business & technology integration experience along with expertise in managing diversified and multi-skilled team members to deliver successful transformations and upgrade implementation projects. Delivering several projects of different sizes across the globe, enabled me to develop strong functional knowledge of business processes and their feasibility (fit-gap analysis) in Cloud HCM applications.

Hands on specialization in Payroll, Core HR, Absence Management and Recruitment (ORC) modules and their integrations with other relevant modules like Compensation, Benefits and Talent (Performance, Goals and Learn) Management gave me a comprehensive knowledge of overall HCM implementation best practices and proficiency in utilizing the Oracle Cloud HCM suite of applications to the maximum.

Mitigating diversified challenges while implementing multiple HCM projects equipped me to comfortably lead and manage large scale projects with complex reporting needs & varying stakeholder expectations and managing several teams of different sizes across the globe, enabled me to develop strong interpersonal skills and the ability to administer varied groups effectively in a fast-paced environment.

Certifications & Education

- Oracle Cloud Customer Connect Silver Ribbon Member – 2021
- Oracle Payroll Cloud 2017 Certified Implementation Specialist- 2018
- Oracle Global Human Resources Cloud 2017 Certified Implementation Specialist- 2018
- Master's in Business Administration' – Human Resources Management- 2013

Professional Expertise

- Analyzed business transformation strategy and developed project and product road map for implementations
- Skilled strategist capable of transforming tactical plans into workable solutions and benchmarked performance against key operational targets/goals
- Designed and reviewed various business process flows and architecture mapping with applicable underlying application
- Ran multiple requirements gathering workshops using IP5 business process flows
- Conducted Fit/Gap Analysis for client requirements and categorized it based on feasibility analysis
- Mapped Business Processes with the Oracle Cloud HCM applications functionalities and suggested work around for the missing application functionalities wherever applicable
- Worked with multiple vendors to integrate with several external systems for various payroll and benefits services providers
- Managed vendor operations teams (AMS) and ensured the incidents are logged, prioritized, and resolved efficiently and in a timely manner
- Delivered implementation solution using Agile based 'Scrum' methodology and sprint- based development model
- Created User Stories for crude business requirements and uploaded them to 'Octane' – an Agile powered project management tool
- Designed and developed various Functional Design Documentations for Reports, Interfaces, Conversions and Fast Formulas
- Conducted knowledge transfer sessions with the offshore development team for RICF objects
- Designed & reviewed detailed Test Scripts and Scenarios for exhaustive testing
- Connected various scripts in sequence to encompass E2E test flow plan for SIT phase of the project
- Designed system configuration and generated Configuration Workbooks
- Prepared, reviewed & approved configuration workbooks for various functionalities such as Enterprise Structure, Absence Plans & Types, Garnishments, Payroll Definitions, ROE (Record of Employment), Reports, Approvals and so on

Work Experience

System Owner – Oracle Cloud HCM
Li-Cycle Corp

May 2022 – Till Date

- Ensured the requirements are captured and the gaps are addressed in line with the RTM
- Supported business owners in the translation of their scenarios as User Stories
- Led the process walk through business workshops to get understanding of the proposed solutions for our business requirements
- Categorized the defined deliverables in order of their priority, in consultation with stakeholders, including the custom objects for systems limitations
- Prepared the dependency matrix from HCM to Financial encompassing the Enterprise Structure Configurations requirements
- Aided business with the persona building for the Recruitment, Onboarding, ESS & MSS user stories
- Helped the business in defining the required users' access on security role - based control in compliance with SOD rules
- Demonstrated the hiring on-boarding journey and its flow to core HR and compensation modules with key focus on potential missing links
- Led the solution designing in alignment with the business and the SI to ensure that the various transactions flows are working aptly for Recruitment, Core HR, Compensation and Learning Management
- Explained the leadership team the functioning of HCM workflows for Approvals and Notifications concurrent with the accepted delegation of authorities (DOA) rules
- Prepared the functional specification documents for the various Extract Definitions to be utilized by the Build team for the external payroll vendors
- Contributed to the development of conversion strategies by helping business in not only understanding the mapping between legacy & Oracle HCM system but also the requisites of the loader templates
- Co-ordinated with multiple vendors, cross module business owners and the IT team in the System Integrated Testing
- Partnered with business in identifying and documenting the UAT scenarios and running associated test scripts
- Supported the PMO team in the evaluation of change requests and thereby delineating the needed revised scope for the deliverables and their timelines
- Designed End User Playbook for the production cut over and post-go live activities which includes the control process for personalization/customizations, major configurational activities for monthly/annual maintenance (ex: Job rates), etc

Sr. HCM Lead Implementation Specialist
Rogers Communication

Aug 2019 – May, 2022

- Designed the major transformation solutions by considering all the pertinent factors to handle the multiple facets of cross-functional HCM modules including Core HR, Absences and Payroll to progress in the direction of continued improvement without adversely impacting any of the variable which could be involved
- Supported the end-to-end planning, delivery, and administration of re-organizations with an aim to reduce lag-time from communication to system updates
- Created a centre of excellence (COE-HCM) for all the business team members, interns, and new joiners to help them understand the nuances of the product, its features & capabilities and how the implementation was designed and delivered at Rogers
- Worked with the team to configure and update the balances report for Benefits team which in turn helped them in their reconciliation purposes
- Led cross-functional collaboration between HR, IT, and QA to strengthen the current knowledge base
- Conducted the impact analysis associated with the risk assessment of new functionality of RUI Issues
- Drove the migration from PBL to HSDL and explained the fields allocations to business
- Led the earnest COVID 19 application requirements such as EI Supplemental payments, Pay Protection, Premium Pay programs towards completion on stringent timelines. Also, helped the team with New COVID-19 leaves rectification such as Temporary layoff unpaid element in terms of balance feeds
- Analyzed the Payroll new release features and supported the IT QA team as well as IT Development Team with the apt test scenarios to complete the test execution and helped the business in the interpreting the validation results. It includes diverse issues such as Tax Calculation Card (ESS and Admin), Direct Deposit Encoding Option, security Role based access control, Prepayment Results, Payroll Process Results and so on

- Worked with the IT QA team, IT Development Team as well as Business with the validation of various quarterly legislative updates
- Led the configuration required to tackle split issues for Pension Plans & Supported the business team in the validation and migrated the proposed solution to Production
- Kept HR Cloud Applications current by implementing regular releases by taking into consideration the feedback given by the various stakeholders which will enhance system stability by introducing new and improved functionality and enrich the employee experience
- Abridged the gap between application limitations and current operational process steps to develop a resolution which can be effectively implemented to reduce redundancies
- Designed, Configured and Supported the team with the pay codes (elements) interpretation for the employees and facilitated the reconciliation
- Actively involved in the tasks allocated for Year End plan execution including required tasks for YE mapping and the associated YE configurations such as EI Updates, Accrual Table updates, WCB update and so on. Supported in their validation as well
- Prepared a self-explanatory comparative document as well as addressed the queries from business team to make the transition smoother from Classic to RUI
- Worked on the configuration of various pay codes (elements) to tackle the upgraded time calculation requirements from Kronos
- Resolved various day to day errors which Business face during processing and reconciliation such as Costing errors caused by SF feeds, retro event calculation & timing issues, balance feeds and so on
- Understood the regulatory union requirements and designed the solution by creating the UDT, co-ordinating with technical team & configuring the balances
- Partnered with Rogers' vendor in the seamless integration of upstream and downstream flows by bridging the gaps in terms of capturing all the complex business nuances from multiple dimensions to them, with a special focus on the day-to-day activities execution and thereby achieving the successful deliveries
- Did the POC for existing ROE Processing for various absences and rectified the required balances with respect to the prescribed boxes in consultation with business
- Fostered a collaborative environment by supporting the cross-function teams via helping them developed a rich knowledge quotient such as sharing Insights on the involved payroll functionalities and the delivered behavior for expected results

Consultant
Deloitte Consulting

Apr, 2018 – Aug, 2019

- Client: Public Sector Health
Role: Implementation Lead
- Gathered requirements from client during the Project Initiation/Imagine Phase
- Enlisted the Discovery Questionnaire for various modules and summarized the requirement log
- Collaborated with the client on the development of User Stories and Business Process Maps
- Led multiple POC's (Proof for Concepts) for various business cases and formulated the GAP analysis document
- Streamlined and prioritized the Payroll User Stories as per the cross-module dependencies with regards to process or data flow
- Designed and configured several application functionalities like Legal Reporting Unit, Payroll Calendar (associated with Ledger), Payroll Definitions, Elements, Balances, Calculation Cards, Third Parties and so on to demonstrate the solutions based on the challenges shared by the client
- Prepared the functional design and mapping documents with the client for establishing the relationship between the legacy data and the Oracle HCM Application
- Compiled and shared the complexities concerning the data conversion strategies
- Worked on the design for the upstream and downstream integrations
- Reviewed and approved functional specifications for the development of Integrations, Reports and Fast Formulas to fulfil the Union regulatory needs of the client
- Delivered session to client on Payroll flows and requisites of the Oracle Cloud Payroll to run the processes
- Demonstrated the utilization of Oracle Delivered reports to Client for reconciliation and auditory purposes

➤ Client: Telecommunications
Role: Payroll Lead

- Collaborated with the off-shore team in the execution of developed integrations, conversion mock cycles, parallel payroll recon, various management and leadership reports and fast formula to the client
- Involved in the testing of Transmission File to Bank for the payment process of employees
- Executed the End to End testing for the integrated modules, logged the defects and followed-up with the corresponding parties for the resolution
- Did multiple test cases to ascertain the impact of payroll retroactive event creation associated with earnings and designed the workaround for the expected calculation results
- Reviewed & developed the design document for the reporting requirement of Employer Liability amount for the employees
- Consolidated the file import process with the Benefits group for the Third -Party Interfaces

➤ Client: Energy Sector
Role: ORC & Reporting Lead

- Ran assessment for the current business transformation needs for new modules and ensured they fit well within the domain of business requirements
- Led the implementation of ORC for this client and connected the module with various job boards
- Prepared the functional specifications for the reporting requirements on various absence plans and the employees' eligibility as well as the balances for the same
- Designed the mapping documents for the User Roles and their access for the HCM Dashboard
- Evaluated the dashboard with the help of various parameters on the derived results
- Delivered the session to client on running the real time report

HCM Specialist
EzeSoftware Group LLC. –

May, 16 – Nov, 17

- Handled End to End Implementation of Oracle Cloud Global HCM
- Ran fit-gap analysis for standard business processes and supported out of box features
- Led the functional integration design of the Workforce Predictions Report
- Configured the Absence Plan associated with the Absence Type in the application in consultation with the Client
- Prepared the mapping document on the creation of eligibility profiles for the corresponding absence plans
- Configured various lookups to hold the information pertaining absence reason
- Worked on the Design Specification of the Fast Formula, which needs to fetch the value as per the calculation rules configured in the application
- Created and used multiple OTBI reports for efficient reporting and extensive data analysis
- Maintained major group structures (jobs& positions) and security process flows for role mapping
- Managed Security Profile creation and Data Role mapping to restrict the access to data as per the business needs
- Created Content types and content Items to capture the previous employment details of the new hires
- Configured notifications for business processes within HCM
- Performed monthly outbound data export integration with the third party for payroll cycles
- Integrated new grade rates in HCM as per the market survey reports
- Performed mass data upload for the re-organization and merit increases cases
- Incorporated the Organization Calendar Event within HCM
- Coordinated with Oracle Support for the SRs (Service Requests) resolution
- Created the off-boarding checklist for the smooth execution of exit formalities
- Ran the termination concerning seeded process in the application for the smooth execution of off-boarding formalities
- Delivered sessions on the usage of Workforce Modeling to the management for the formulation of the effective promotion strategies

- End user experience of Oracle HRMS to create new hire records and generate resources headcount report
- Handled processing of employee benefits (such as new hire enrollments for benefits plans, coverage levels & contribution allocations) and updating their details in the NetSuite Open Air for the effective alignment of project costing reports
- Prepared Test Scripts for the enhancements and features governing changes in performance model
- Ran the scheduled process for the merit increase notifications and coordinated in the successful completion of performance appraisal Cycle
- Managed the workflow for Salary Change, Promotions, Transfers, Work relationships, change manager, Change Location, working hours change and Termination as per the approval routing policies
- Collaborated with internal stakeholders and service providers in the implementation of Oracle Learning Management module
- Ran the termination concerning seeded process in the application for the smooth execution of off-boarding formalities
- Coordinated with the Implementation Partners for the SRs (Service Requests)
- Successfully cleared the Human Resources Operations audit conducted by the Quality Assurance Team