**Mohammed Tahaa Baig**

**Sr. SuccessFactors HCM Consultant**

**EC, RCM, RMK and Onboarding 1.0 and 2.0, Integrations (Time, Payroll, Benefits)**

**Austin, Texas**

**(737) 297 1480**

**Professional Summary**

* Over 8+ years of experience in the Information Technology industry providing SAP solutions for developing and implementing SuccessFactors - SaaS HCM solution.
* Expert knowledge in implementing and supporting SuccessFactors Employee Central, Employee Central Payroll, Recruitment and Marketing, Onboarding 1.0/ 2.0, Performance and Goals Management, DocuSign, and Reporting.
* Worked on SAP HCM OM, PA and Payroll supporting HCM business processes using ECC 6.0.
* Good Experience in Dell Boomi/ CPI for handling integrations from Employee Central to downstream vendors like payroll, benefits, active directory, etc.
* HP Application Lifecycle Management - Defects and Test Scripts.
* JIRA tool for defects, bug tracking and test scripts execution.
* Expert in Workflows, Roles based permissions, Position Management, configuring business rules, creating MDF objects and configuring people profile.
* Provided support to recruitment management (SF RCM) and recruitment marketing (SF RMK).
* Experienced in onboarding 1.0 and onboarding 2.0 (solving onboarding related tickets).

**Education and Certifications**

* Bachelor of Business Administration, HR Manipal Academy of Higher Education, Dubai, UAE

(Sep 2013 – Jun 2016)

* SAP Certified Application Associate – SuccessFactors Employee Central (EC), trained by SAP Learning Academy (SAP Learning Hub) Aug 2017.

**Experience**

**American Airlines**

**Sr Configuration Analyst Austin, Texas (Mar 2022 – Current)**

**Project Description:** SAP SuccessFactors Employee Central, Performance and Goals Management, Recruitment, Onboarding, reporting modules implementation project to manage core HR and Talent Acquisition business processes and building interfaces between EC and third-party downstream systems using Dell Boomi middleware solution.

* Developed complex integrations between SuccessFactors Employee Central and Cyborg Payroll

system, time keeping system like Work Brain (Time), Hana Enterprise Cloud (HEC) SAP Payroll, Employee Central Service Center (ECSC), Compensation, Outlook photo sync, Ethics Point, Data warehouse, SAP Field glass, ePays 2.0, SHARP Payroll and different third-party downstream systems.

* Configuring SAP SuccessFactors Employee Central (EC), Performance and Goal Management,

Recruitment (RCM) and Onboarding (ONB) modules.

* Creating ad hoc and advance reports for Sarbanes Oxley (SOX) compliance using report center
* Requirements gathering and analysis of business requirement documents (BRD).
* Creating functional design specification (FDS) document which outlines the requirements of the

interface, process, mapping document, vendor details and approvals.

* Updating existing functional design specification documents with new enhancements according

to the change requests.

* Performing functional unit testing (FUT) for assigned interface in development environment.
* Creating test data for employee central, recruitment, onboarding, compensation, performance

and goal management modules of SuccessFactors.

* Adding Employee ID to employee details portlet and writing business rules to populate employee id from biographical information portlet.
* Created business rule for work order end date, to report an error for end date in the past.
* Creating custom MDF objects supporting position management and HR business processes.
* Providing production support to HR business process related issues and Defects prevention.
* Root cause analysis for defects raised during test cycles and production support issues.
* Triggering the interface through Dell Boomi middleware/ SAP Cloud platform and running the interfaces, solving issues related to employee data and organizations data replication.
* Configuring the XMLs for Succession Data model and Corporate Data model, solving issues related to HRIS propagation, Configuring Associations and HRIS propagation, Created EC workflows configuration and worked on RBP for target groups based on HR requirements.
* Performing end to end (E2E) testing by performing all the validations on output file.
* Act as a point of contact for downstream/ upstream vendors.
* Writing test scripts, raising defects in HPQC system, uploading test results and defects to HPQC system (HP application lifecycle management software).
* Raising change requests (CR’s) in case there is any change required to the existing interface.
* Downloading the output files from SFTP and validating the output file according to tests scripts.
* Attending daily change requests meetings to provide updates on change requests and report the impact of other change requests on our interfaces.
* Creating integrations using SAP cloud platform and integration services.
* Creating mapping documents to map source fields to target fields and maintain transformations for fields.
* Modifying goal library and importing goals. Working with Role based permissions.
* Worked on Goal Execution, custom fields on Goal Plan Template
* User’s issues on notifications, competencies, managing launching/ deletion of performance forms, modifying route maps, and creating new routing scales and picking lists.
* Communicate with business owners for changes or enhancements to the interfaces.
* Updating HPQC system with test results for each test case/step and uploading documents to
* HPQC. Attending test cycle workshops providing variants document for upcoming end to end
* test cycles.
* Supporting Dress Rehearsal and Go Live for SAP Payroll Wave 1 and Wave 2 projects.
* Delivered objects using agile methodology and used tools like Rally to create user stories.

**IGT (International Gaming Technology)**

**Sr Consultant – Employee Central, RCM and ONB Santa Clara, San Jose (Oct 2020 – Feb 2022)**

**Project Description:** SuccessFactors implementation and Go-Live support project for modules Employee Central, Performance &amp; Goal Management, Recruitment, Onboarding, Succession Planning, Learning Management System, Compensation, Variable Pay and SAP Jam.

* Providing solutions to support tickets arose in remedy software related to Employee Central and Performance &amp; Goals Management module in SuccessFactors.
* Attending HR Transformation, PRODUCTION CUTOVER Status updates, SuccessFactors knowledge transfer, SAP Defects and Handover meetings.
* Restructuring role-based permissions RBP’s, creating new permission groups and permission roles.
* Analyzing new software releases and educating HR about new Opt-In updates.
* Initial load of employee’s data templates for new acquisitions and creating new number sequences, foundational data to accommodate employees from acquired company.
* Configuring business rules for new enhancements required in Employee Central module.
* Changing workflows, creating dynamic roles and dynamic groups for workflows.
* Creating and changing Alert messages and Email notifications in Admin center.
* Solving tickets related to Position Management, Time Off and Benefits.
* Helping global HR team in creating regular employees and contingent workers.
* Writing business rules and applying SAP solutions to solve system defects related to system.
* Providing support to users in creating internal &amp; external positions and job requisitions.
* Solving issues in position to job requisition mapping from position org chart.
* Enabling fields and making changes to portlets in Employee Central module using manage business configuration in Admin center.
* Creating tickets in Launchpad support website related to application errors and coordinating with SAP to close defects.
* Solving issues with Ad Hoc reports, ORD and working as reports administrator.
* Moving performance forms to back and forth in route maps and changing routing scales.
* Creating user manuals for commonly reported issues and circulating to teams.
* Supporting interfaces to flow data downstream to ED, AD and other application systems.
* Creating reports using online report designer ORD for EC.
* Changing data model XML’s for HRIS mapping and propagation of fields in EC.
* Importing and Exporting data files related to Metadata Framework (MDF) objects.
* Solving issues related to Job classification, Job families, Job roles and position management.
* Changing leave of absence workflows related to Time Off.
* Added custom fields to spot bonus portlet.
* Auto populating fields in employment information portlet for benefits service date, service award date, FLSA status etc.
* Configuring notifications to remind managers regarding their reports contract end dates.
* Downloading and uploading XML’s for SDM, CDM, CSF’s, Workflow rule and HRIS propagation and making changes according to business requirement.
* Configuring position management, creating business rules for validating employee class and workflows for new position types.
* Creating business rules for Job info to position sync and position to Job info sync.
* Creating Mass changes for transactions involving job information portlet.
* Configuring 90 days transition rule for position management.
* Making changes to JRDM, Candidate Profile CDT, Career Sites, and administration.
* Configuring Data models in EC, RCM – SDM, CDM, CSF CDM, HRIS Propagation, Workflow XMLs in EC and JDRM Requisition template, CDT Candidate Profile, and Integration between RCM and EC.
* Providing administration for all modules EC, RCM, ONB, LMS, Reports and Analytics.

Onboarding 1.0

* ONB – Changing panels, notifications, creating reports and administration.
* Onboarding and Cross Boarding

Enhanced the existing functionality by including new fields in integration between Onboarding and EC

* Provided support to Onboarding module and solved the tickets associated with it.
* Created new reports in onboarding module.
* Created conditions on panels to differentiate between onboarding and cross boarding.
* Initiated NES step to new candidates.
* Added new fields to panels for change requests.
* Created and uploaded custom forms specific to client and attached to panels.
* Provided onboarding administration by including users both in EC and ONB admin.
* Changed the Notifications templates according to new requirement.

Onboarding 2.0

* Configuring onboarding processes for US, Global Onboarding, and Italy
* Configuring Onboarding 2.0 solution and migrating from onboarding 1.0
* Configuring onboarding, cross boarding and offboarding processes.
* Configuring Email services
* Creating business rules for onboarding 2.0
* Creating process variants for global countries.
* Uploading custom forms in onboarding.
* Configuring Print Form Services PFS in onboarding 2.0
* Configuring Business Process Engine.
* Configuring role-based permissions and responsible groups.
* Configuring new hire tasks in onboarding.
* Configuring the document storage management with SF standard
* Configuring the DocuSign services for onboarding.

Recruitment (RCM) and Recruitment Marketing (RMK)

* Created integration between position management and job requisition.
* Added new fields for RCM to ONB integration.
* Merged the candidate profile.
* Changed the CDT candidate profile template and JDRM requisition template.
* Provided administration to recruitment by creating recruitment groups.
* Set the password policy and reset candidate passwords.
* Added new locations to RMK positing location picklist.
* Enabled new agencies to login to portal.
* Mostly maintaining RCM and RMK

**Davey Tree Expert Company**

**Sr Functional Analyst Charlotte, NC (June 2019 – Sep 2020)**

**Project Description:** Employee Central implementation and PMGM implementation & Support.

* Creating performance and goals templates, created routing maps, launching forms, supporting go live issues with PM GM cycles. Updating goal libraries and KPI’s, adding new forms in roles-based permissions, creating template for calibration and succession org charts.
* Migrate ratings from performance to compensation forms. Help business to solve issues related to performance cycles.
* Create ad hoc reports for goal count, list of goals, PM form status reports in SF.
* Handling EC to EC Payroll replication issues, troubleshooting and fixing issues in data replication monitor for both employee data and org assignment data.
* Checking connections between EC and ECP for generic objects replication.
* Replicating data for roll overs and cutovers for org assignment replication and employee data replication.
* Clearing issues in SAP Payroll related to payroll control center.
* Attending meetings with business users and product manager.
* Attending HR workshops with business users
* Creating SAP Incidents in Launchpad SAP Support
* Testing universal and admin opt-ins released every quarter by SuccessFactors.
* Supporting Employee Central module
* Configuring the XMLs for Succession Data model and Corporate Data model
* Solving issues related to HRIS propagation.
* Configuring MDF’s based on company’s requirement.
* Configuring Associations and HRIS propagation.
* Create EC workflows configuration.
* Develop user manuals, documentation, configuration workbooks for Success Factors Employee Central
* Create RBP for target groups based on HR requirements.
* Design custom MDF objects to accommodate customer specific requirements for EC.
* Create target groups and handle administration related issues in SuccessFactors.
* Testing the interfaces with team and reporting status to product manager
* Providing support to SuccessFactors issues
* Solving integration issues and helping interface team to design and solve issues related to interfaces.
* Creating workflows, message definitions and alerts
* Upload picklist for CSV picklist.
* Meet SLA and check remedy software for available tickets.
* Support HRIS team to upload data using employee import and MDF import’s using import and export data.
* Create Ad-Hoc reports and MDF reports using an online report designer.
* Adding custom fields to job information portlet
* Adding Employee ID to employee details portlet and writing business rules to populate employee id from biographical information portlet.
* Created business rule for work order end date, to report an error for end date in the past.
* Including new business units in dynamic roles along with persons
* Solving login issues and providing user administration
* Creating new permission groups and permission roles for view my pending request.
* Creating alert messages for contract end date of contingent workers
* Solving issues related to contingent workers.
* Create performance template and goal template.
* Run performance cycle and flow ratings to compensation.
* Supporting interfaces from EC to ADP, Active Directory, and other downstream systems.

**IBM**

**SAP HCM Functional Analyst Austin, Texas (Oct 2016 – May 2019)**

**Project Description:** SAP HCM implementation and Support for various clients of IBM.

* SAP Organizational management (OM)
* SAP ESS/ MSS related issues
* SAP Time Management (TM)
* SAP Personnel Administration (PA)
* SAP Payroll (PY)
* SAP HR reports and Queries
* SAP Recruitment
* SAP Personnel Development (PD)
* Configuring new fields in PA and OM of SAP HCM ECC.
* Work as SAP HCM ABAP Application developer for projects in Europe and North America regions.
* Develop ABAP objects involving workflows, reports, interfaces, conversions, enhancements, and forms.
* Interact with functional consultants in understanding the functional design document.
* Write technical design specification document for the technical ABAP objects developed.
* Write positive and negative unit test cases for the ABAP objects developed.
* Review the points proposed by quality check analyst and implement that in the programs.
* Write code per ABAP naming standards documents and test using extended code check and code inspector.
* Attended integration test meeting with functional owner and key sap user.
* Contribute to organization by submitting documents to intellectual capital management.
* Claim working hours in intranet labor claiming within timelines without any delays.
* Mentor the new entry level trainee programmer’s batch and share case studies.
* Solve production support issues for the objects developed.
* Attending meetings with the people’s manager to discuss yearly performance rating.
* Actively participate in company events like SAP Fiesta and IBM Imprint.
* Attending quality and defects prevention trainings.