Istiak Ahmed

Workday Analyst

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**PROFESSIONAL SUMMARY:**

* Over 11 years of IT experience and 9+ years of Workday HCM and Payroll Experience.
* Extensive experience in successful full implementation of Workday Core HCM and Payroll by configuring and testing the Workday solution to meet the specific needs of customers.
* 5+ years of experience on full cycle of Workday Implementation, Version Upgrades, Review & Recommend, Security Revamp and Production Support Projects.
* Workday implementation experience from requirement gathering to post deployment product support for payroll GL, procurement, expenses and Business assets.
* Experienced with Employee Life cycle (Core HR), Employee self-service, Manager Self-service, Payroll Interfaces, Benefits and compensation modules.
* Creation and maintenance of Workday Supervisory Organizations, Locations, Positions, Cost Centres, Cost Centre hierarchies.
* Specialized in Workday USA and Canada Payroll product suite and experience in setting year end configuration, Adjustment Payroll, Bonus Payroll, GL Actual and Accrual, Third party payroll configuration and running pre and post processing audit reports for smoother year end activities.
* Proficient in Report Writing, Creating Custom Object, Custom Reports and Workday Calculated Fields
* Configured and tested Workday Compensation including Packages, Salary & Hourly Plans, Bonus and Merit plans.
* Setting up Workday Payroll/Compensation/Benefit/Time structure for the organization and connecting Workday with third party payroll system using third party payroll connectors. Data validation after loading into Workday and responsible for issue tracking and resolution.
* Hands-On Experience in Configuring Custom reports, calculated fields, Workday Studio, EIBs, Core Connector, Cloud Connector (CCB), Report Design, Business form Layout, Solution Manager.
* Expertise in analysis of client's HR/Payroll business needs through client working sessions and day to day support of Workday HCM, Security, Compensation and Reporting issues.
* Analytical exposure of UML such as Class Diagrams, Activity Diagrams, State Diagrams, Sequence Diagrams, Data Flow Diagram and Entity Diagram which included processes in payroll, security, job benefits, compensation grades and packages.
* Experienced with creation, deployment, and maintenance of Workday Custom reports (Simple, Advance, Matrix, Trended, Composite etc.) Report Security, Data Source Security, Report Field Security, Report Trending, Management/Report Tracking, Report Scheduling and sharing report output, Report Sharing as a Worklet, and Report as a Service (RaaS).
* Hands on experience in creating inbound/Outbound integrations through Enterprise Interface Builder using XSLT's, XSLT Mappings and XML Mappings.
* Created Business Form Layouts for the Reports built in compensation using BIRT in Workday Studio
* Tested web applications in Waterfall and Agile development processes.
* Developed Traceability Matrix for Workday HCM and Financial applications based on FDD and BRD.
* High level knowledge in Conducting Unit testing, UAT Testing in various functional areas, Business process, notifications, Integrations and Reports.
* Hands-on Experience of HRMS Workforce Administration (WFA) and Candidate Gateway, ESS, MSS and NA Payroll.
* In-depth knowledge on EIB Inbound/Outbound integrations, Workday Core Connector, Workday Studio, Workday Report Writer and Calculated Fields.
* Troubleshooted day to day issues arising in Workday, Integrations, reporting issues to identify and fix root causes.
* Configuring ADP, Benefits and International Payroll with external vendors.
* Creating custom reports for HR and Payroll applications.
* Involved in QA/Testing processes like User Acceptance Testing (UAT) and System Integration Testing (SIT). Writing Test Plans, Test Scenario and Test Cases.
* Worked on various Ticketing systems like JIRA, Gemini, Service Now for opening tickets and for documenting the development progress, testing results, approvals in the tickets.

**PROFESSIONAL EXPERIENCE:**

**Senior Workday Analyst**

**July 2020 - Present**

**Nike, Memphis TN**

Responsibilities:

* Workday HCM and Payroll implementation along with Recruiting, Security, Compensation, Benefits, Time tracking and Absence management modules.
* Designed, developed and implemented new and enhanced interfaces (Workday HCM, Payroll, Time Tracking, Benefits and Absence Management) with other internal and external systems.
* Processed various payroll data uploads, reconciling data among payroll and HRIS systems as well.
* Developing the integrations using workday studio tool and Enterprise Interface Builder (EIB), Core connector and deploying it into workday tenant.
* Gather data from business units for creating reports, dashboards and implementing enhancements to support projects; part of project to rebuild existing dashboards in Power BI.
* Created a payroll audit dashboard tool using Prism Analytics which enables payroll consultants to quickly determine if a client's payroll mapping correctly maps to workday and ties to 3rd party payroll data mappings.
* Performs HRIS data projects, including verifying data reports for audit and regulatory partners.
* Escalates data issues of HRIS/Payroll to ensure issues are resolved in a manner consistent with the mission, vision and policies of Nike HR/Payroll.
* Changing the Supervisory Organizations, inactivating an Organization and moving the workers into different Supervisory Organizations.
* Visuals profiling of financial data from external systems through Prism datasets.
* Tested Workday HCM (Recruiting, Compensation, Benefits, Team performance, and Payroll).
* Execute on-cycle, off-cycle & retro Payroll process to Calculate, complete and generate accounting entries.
* Created and managed multiple Accounts, Workspaces in Power BI Service to publish reports online to be shared within the team.
* Redesigned all the outbound integration based on Payroll confirmation.
* Configured Workday compensation packages including salary, bonus, allowance, commission, and compensation eligibility rules based on management levels, job profile, and job family.
* Configured Workday benefits including groups, plans, coverage types, event types, and eligibility rules.
* Propose Compensation for New Hire, Edit Government Ids, Edit workday Account, Assigning Organization Roles, and Assigning User based Security Groups.
* Created Performance Review template using complex WD Studio BIRT Report designer.
* Prepared Test Cases, Test Plans and Test Scenarios to perform System Testing, Interface Testing, Scenario Testing and Regression Testing. Documented and reported defects within established process and tracking systems using MS Excel.
* Maintenance and support for HRIS and the integration of HRIS into HR related processes.
* Analysed the functionality of Time & Labour pages, components, records and menus. Tested the functionality of Time & Labour workflow related to payroll.
* Configured Workday security roles and groups to the required level of segregation of duties and resolved critical issues and defects like data issues, integration mapping issues, discovered during integration testing including ADP, GL to PS financial integrations, Benefit Focus, Active Directory, PICOFs, Budgeting integrations, etc. in Workday sandbox.
* Created Headcount, Compensation, Talent Management, Recruiting, Benefits, Payrolls, Business custom Reports using Simple, Advanced Reports, Matrix Reports, Composite Reports, etc by Working on different data source in order to match requirements in Workday Reporting.
* Worked with Advanced Encryption Standard (AES) algorithm with a key size of 256 bits for configuration of Workday Security.
* Worked on EIB, Core Connector, Document Transformation and Workday Studio. Performed simple Integrations using EIBs and Complex Integrations using Workday Studio.
* Conversion of XML data from custom report to text format using XSLT transformation.

**Workday HRIS Analyst**

**January 2015 – May 2020**

**Grameenphone, Bangladesh**

Responsibilities:

* Designed and Configure Adjustment Payroll (Year end and W2,T4 Correction) and Bonus Payroll for multiple pay frequency (Bi-weekly and Weekly).
* Separation of duties in Prism with different permissions for dataset creation and publishing for Client Workday systems.
* Created custom Workday reports, dashboards, calculated fields and modified existing custom reports
* Configured security, process flows, and notifications for Business Processes within Workday system
* Maintained major group structures such as job codes, supervisory organizations, security roles.
* Worked with the client to help convert legacy data into Workday Test Conversions to third party systems.
* Configured security, process flows, and notifications for Business Processes within Workday system.
* Integration of Prism Analytics with finance and HR transactional data from Workday for access management.
* Provided subject matter expertise on key business process decisions related to Payroll processing (i.e., deductions, calculations, compliance, garnishments, taxes, etc.)
* Used EIB (Enterprise Interface Builder) for integrating location of employees, Performance ratings, assigning organizations and updating payroll IDs.
* Designed and built inbound and outbound studio integrations with RaaS reports.
* Created various EIB integrations using Workday templates and engaged in validating and customizing Business Processes for Integrations.
* Mentored Payroll Teams, Multinational Payroll Processing, HRIS reports, Handling Payroll Taxes, General Ledgers, Audits & Reconciliations, Implementing and Administering Timekeeping System, Building Better Processes and Year End Processes.
* Worked with HRIS Integration to monitor payroll Integrations, troubleshoot and perform vigorous root cause analysis for complex interface errors in Workday and 3rd party payroll-related vendors so that problem resolution can be reached before any impacts to payroll or business processes are experienced.
* Used Reports-as-a-Service (RaaS) and are exposed as both SOAP and REST-based web services.
* Conducted UAT/Parallel testing and lead testing for bi-annual payroll software configuration changes for Workday HRIS/Payroll module and Time and Attendance systems system upgrades and revisions.
* Work with payroll team to process mass loads (EIBs) into system when large amounts of data are not able to be entered timely or efficiently by keying.
* Developed and executed test strategy and test plan for a complex US Workday HCM implementation; the testing will include System Testing, End to End Testing (including 50+ Integrations), Payroll Comparison.
* Prepared Test Cases, Test Plans and Test Scenarios to perform System Testing, Interface Testing (SOAPUI), and Regression Testing.
* Designed and built both inbound and outbound EIB, Core connector and Studio Integrations in various segments of Workday system.
* Worked with Simple and Advanced Reports, defining columns, business objects, fields, columns heading overriding, multiple sorting techniques, sorting by secondary objects

**Workday HCM Analyst**

**September 2012 – December 2014**

**PRAN, Bangladesh**

Responsibilities:

* Responsible for leading Business System Analysis and QA activities for HCM-Human Capital Management Workday, Benefits Administration Outsourcing and Talent Management implementations projects.
* Worked and Coordinated with Technical Lead and Project Manager on large HR, Payroll, and HCM Workday implementations.
* Creating end to end recruiting process for clients from creating bp like job application, offer, hire, and onboarding, setup external carrier site, questionnaires, offer letters and review.
* Worked in configuring various Business Processes and created Custom Reports for Recruiting Module.
* Analysed data, develop and generate routine and adhoc reports.
* Provided delivery support for Workday Human Capital Management applications to our clients
* Worked on implementation of workday Absences, Time Tracking and Payroll modules
* Encryption of system media content for public server using Workday security systems.
* Coordinated and supervised the daily activities of the Workday HR System and act as primary point of contact to monitor and triage production issues
* Analyzed client's HR/Payroll business needs through client working sessions and supported development of new business processes and a future state design.
* Served as a Workday Report Writer and created custom integrations with third party applications using Enterprise Interface Builder (EIB) and Workday Cloud Connect.
* Worked on various enhancements related to EIB Integrations, Core Connectors, CCB, and Custom Reports.
* Worked alongside the integration team to configure and test integrations between the Workday solution and the client's selected payroll and benefits providers. Testing during Workday new version release process and any ad-hoc testing.
* Build reports using calculated fields, workday's report writer and BIRT tool. Ability to help clients resolve reporting issues requiring in depth expertise in the Workday solution.
* Developed workday expense systems to reduce administrative burden by leveraging workers, roles, organizations, and security policies already set up in Workday HCM.
* Developed advanced custom reports, composite reports and matrix reports in Workday and test developed reports.
* Liaison with HRIT team when required for modifications to integrations using core connectors and EIBs, etc.

**HRMS Business Analyst**

**July 2009 – September 2012**

**ACI Limited, Bangladesh**

Responsibilities:

* Wrote Use Cases and produce Activity diagrams, Develop requirements specifications and Documentations for Business Process Management.
* Involved in the meeting with Business process owners, SME (subject matter experts) and Marketing Team for Requirements gathering in definition stage.
* Created requirement Specification (SRS) and FRD/FDS capturing Process Flows, Use Case Document, Use Case Diagrams, Activity Diagrams, and Sequence Diagrams.
* Managed master configuration documents for HCM and Benefits
* Managed and coordinated business requirements and business processes for HR, Benefits, Payroll, Absence Management and Time and Labour.
* Gathered detailed business requirements from end user community into use cases and Created data model that includes conceptual, logical and physical data.
* Facilitated JAD sessions with management, development team, users and other stakeholders to refine functional requirements.
* Worked as an Interface between the users and the different teams involved in the application development for the better understanding of the business and IT processes.
* Functioned effortlessly and efficiently, as a liaison between four work streams and its task leads, SMEs, QA team, and management group. Actively participated in Joint Meetings with the various teams involved in the development process.
* Reduced the overall ETL time by SQL Query performance Tuning.
* Worked with business to understand the requirements. Preparing BRD, Functional specs, Solution Design Document and Process flow diagrams.
* Involved in handling modules like Core HR, NA Payroll, Time and Labour and Benefits Administration.
* Assisted all the stakeholders throughout the SDLC life cycle from the requirements perspective.

Education Details

* **Bachelor’s Degree June 2000 – June 2004**

Asian University, Dhaka (Bangladesh)

* **Master’s Degree March 2009 – March 2012**

IBAIS University, Dhaka (Bangladesh)