**Shyam A**

**Sr. Kronos Consultant**

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**Professional Summary:**

* Over 4.5 years of IT experience Software Testing & Development, SDLC. Implementation, rollout and production support experience as Kronos application consultant.
* Expertise knowledge of the Kronos application with various configurations of **Pay Rules**, System Settings and tuning, Work rules configuration, **HyperFindQueries** configuration and performance tuning, Creating and troubleshooting Genies, Event Manager, Pay Codes, Holiday Credit Rules and Workforce Schedule Editor.
* Good Experience on various Kronos Modules like Workforce Timekeeper, Accruals,

Activities, Advanced Schedulers, Forecasting, Attendance, and Kronos Workforce Central Upgrade.

* Experience in troubleshooting **interfaces**, resolving interface errors, deploying and developing Interfaces.
* Expertise in applying service packs, workforce central patches.
* Good knowledge in configuring and troubleshooting the Devices and Device groups.
* Knowledge in setting up Attendance policies, Discipline levels and employee interaction with policies.
* Excellent experience in pre-go live, go live and post implementation support.
* Provided many proactive solutions to client payroll constraints or labor costing challenges and industry experience including manufacturing and retail.
* Possess Good human relations, inter- personal and good customer service skills.
* Ability to work in a team environment while demonstrating organization, self-direction, and a strong problem-solving skill.
* Experience in all phases of software development life cycle (**SDLC**) which includes User Interaction, Business Analysis, Design, Development, Integration, Documentation, Testing, Deployment, Builds, Configuration and Code Management, Production/Customer Support, Maintenance and Enhancements.
* Ability to work efficiently in both Independent and team work environments.
* Good knowledge of business practices and procedures, relatedto the payroll and Human Resources

Information System (HRIS).

* Having a good sound knowledge on application upgrade, service pack updates, applying break or fix changes to Kronos.
* Good experience on Workforce Integration Manager (**WIM**).
* Record retention policies –setup and maintenance, using setup data manager for migration between

two instances using Workforce Record Manager (WRM).

* Experienced in support and maintenance, user account information including Rights, Security,

Function Access Profiles and User groups..

* Ability to work both efficiently in both independent and team work environments.
* Self-starter with good ability to identify and solve problems.
* Good management, organizational, and communication skills.

**Technical Skills**

**Languages** SQL

**GroupWare** Kronos Workforce Central, which includes

* Workforce Central Setup
* Workforce Integration Manager
* Workforce Timekeeper
* Workforce HR\PR
* Workforce Scheduler, Advance Scheduling, Forecasting
* Workforce Activities
* Workforce Accrual
* Workforce Attendance
* Workforce Device Manager
* Workforce Setup Data Manager

**Servers** Tomcat 5.0, JBoss4.0.

**Databases** SQL Server 2012,

**Operating Systems** Windows 2000/98/95/XP

**Tools** Service Now, HPALM, MS Excel

**Work Experience:**

**Client Name: Medtronic (Remote: USA, EMEA), Hyderabad, India March-Till Date**

**Kronos Consultant**

**Responsibilities:**

* Resolved issues raised by the users related to pay and access within the SLA
* Created and managed various customized interfaces for Integration as per the client and project standards
* Created Pay Policies, Accruals, Access profiles and Genies, Hyperfinds.
* Developed labor export interface
* Involved in version upgradation 8.0.18 to 8.1.6
* Have good experience on kronos-cloud
* Analyzing the interface run errors and resolving the issues
* Maintaining and fixing the clock issues

**Environment**: Kronos 6/7/8, Kronos Cloud, WIM, ServiceNow, SQL (Microsoft SQL server management studio 17), HPALM (Micro Focus Application Lifecycle Management), SFTP

**Client Name: NSG India, Hyderabad, India March 2018 – March 2020**

**Role: Kronos Consultant**

**Responsibilities:**

* As a Kronos Consultant, worked on implementing on all building blocks of the Workforce Time & Attendance as well configure the web server and app servers for the Kronos environment.
* Worked on full cycle implementation of Kronos and created modified configuration set up including but not limited to access profiles, pay rules, schedulerand advanced schedulers.
* Implemented Kronos best practices to ensure efficient time keeping for Managers, Employees,

and payroll staff.

* Loading population into the system using Person Import, fixing the interface errors.
* Providing support to the supervisors with various requests regarding genies, hyper find queries.
* Resolving the Clock issues for the client stores and maintaining the clocks by configuring Device groups and Devices.
* Continuously looking for the areas to improve the Kronos process, configuration and user experience for more efficient and accurate timekeeping solution.
* Set up Time off Requests to be used by the employee self-service.
* Integrated with Kronos timekeeping applications with Kronos HRMS and other Third party applications.
* Created Pay Code Distributions and additional work rule configurations as needed.
* Included analysis of working of Workforce Device Manager (Time clocks), WIM Interfaces inbound (employee data) and outbound(payroll hours/Wage), Pay rules, Accruals, Reports etc.
* Troubleshoot and solved all problems in Software and configuration in WFC suite specializing in Workforce scheduler (WFS) in addition to Workforce timekeeper.
* Gathered the requirements from the customer for their pay policies.
* Managed Payroll, Time and Attendance system and Vacation Accruals.
* Worked closely with HR and Payroll Department on resolving HR and Payroll issues connecting Kronos Interface and outbound Payroll file issues.
* Creates and maintain Workforce Integration Manager (WIM) interfaces for transfer of employee data.
* Working on Attendance History important, Attendance point Balance for Time clock, redistribute shutdown pay and Time to Vacation Pay Time.
* Involved in the process profile modification and deployment in Kronos WFC.
* Fixed major issues with Employees missing accruals, accrual mismatch and carry over balances by providing the data fixes.
* Effectively communicated with operations leadership teams, payroll, human resources and Kronos end users to resolve Kronos timekeeping and scheduling problems.

**Environment**: Kronos 6/7/8, WIM, Record Manager,

**Client Name: NSG India, Hyderabad, India June 2016– Feb 2018**

**Role: TechnicalConsultant**

**RESPONSIBILITIES:**

* Resolved Payroll issues, timecard related, interface issues along with access related, java related issues.
* Closely monitor the interface runs and fix the interface errors using Transaction Assistant.
* Monitor system performance and clearly communicate any issues with Kronos technical support or internal IT resources to ensure timely resolution.
* Involved in Authentication of various Issues such as Integrating with Customer Authentication Systems, Communication and Java Plug-in Issues, Database Connectivity, System Environment & System Settings Issues, Integration with External mail Systems, System Performance Issues, System security and Workflow Notifications.
* Configure new functionality within Kronos to support changing business needs such as Pay Rules, Customer Reporting, Attendance Rules and Automated Alerts.
* Compile Reports, Statements, and Summaries related to time-keeping and submit them to appropriate Internal Customers.
* Assisting payroll staff with identifying potential cost-saving opportunities via Kronos configuration options and Best Practices.
* Applied service packs and patches to resolve the issues.
* Resolving clock issues for client stores and maintaining the clocks by Configuring the Device Groups and Devices.
* Providing Root Cause Analysis (RCA) for various Customer problems and presenting them to the Stakeholders.
* Used setup data manager for migration between two instances.

**Education:** Master of technology in software engineering from JNTU in 2015