**SAMBIT MOHAPATRA**

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**Kronos Workforce Central Certified Consultant**

Contact No: +91 (893) 972-4574

Current Address: B3/401, Neelkanth Greens, Manpada, Ghodbunder Road, Thane - 400607

7**+ yrs. expertise on Kronos Workforce Central Application and related suite modules.**

**SUMMARY**

* Kronos Consultant precisely having 7.2 years’ experience on Workforce Central suites viz., Time and Attendance, Attestation, Activities, Scheduling, Accruals, Self Service Components, Devices, System Configuration besides Maintenance and User Training.
* Kronos Cloud Consultant expertise for working with management to jot down future roadmap & opportunities.
* Proficient in Installation, server maintenance and upgrading Kronos WFC along with its modules.
* Expertise working with Kronos WFC WIM interface.
* Proficient in tracking and troubleshooting issues while upgradation and installation.
* Proven track record in Application Development, Support and Maintenance, Service and Incident Management, Priority Cases, Quality assurance, Process Improvement and Tuning.
* Working with Upstream and Downstream System Support Team for smooth functioning of production process.
* Strong technical, logical, analytical skills to perform consistently with 100% quality.
* Working as excellent team member with “Share openly and willingness to learn” quality.
* Developed and implemented automations & innovations w.r.t Kronos WFC application.
* Experienced Kronos Workforce Central trainer amid support.
* Good Interpersonal, Communication and Presentation skills.
* Experienced in client interaction.
* Trained in Advance Scheduling involving Workload Planner, Forecast & Budgeting.

**TECHNICAL SKILLS**

**Groupware** : Kronos Workforce Central, which includes

* Workforce Central (6.x,7.x,8.x)
* Workforce Time & Attendance
* Workforce Scheduling & Advance Scheduling
* Workforce Integration Manager
* Workforce Attendance
* Workforce Attestation
* Workforce Activity
* Workforce Device Manager
* Workforce Navigator
* Workforce Mobile and Tablet
* Workforce Configuration Manager
* Workforce Database Manager
* Workforce Process Designer
* KRONOS CLOCKS (Proximity 4500/ In-Touch Screen)

**Tools** : PL-SQL Developer, AppWorx, Autosys, SQL Developer, VROPS, KVIEW, Memory Analyzer, Manage Engine, YourKit, Interface Downloader, SSMS, SSRS.

**Skills**  : PL/SQL, MS SQL, ERP, KRONOS, Jboss, IIS, HCM.

**Database worked** : Oracle (10g, 11g), SQL Server 2008/2008R2/2012/2014

**Operating Systems** : Windows 98/2000/XP/7/8/10, Ubuntu 9.04, 9.10, 10.04LTS

**Business Domains** : Corporate, Manufacturing, Aviation, Energy, Power&Water, IT.

**WORK EXPERIENCE**

**Kronos Consultant** : Larsen & Toubro Infotech Ltd. (July 2019 – Till Date)

**Kronos Associate Consultant** : Larsen & Toubro Infotech Ltd. (May 2017 – June 2019)

**Technical Specialist Engineer :** Kronos Solutions India (Dec 2015 – Apr 2017)

**Senior Software Engineer** : IGATE Global Solutions Ltd. (June 2014 – Dec 2015)

**Software Engineer** : IGATE Global Solutions Ltd. (May 2013 – May 2014)

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| **Project** | : **Kronos Workforce Central Application Development & Enhancement for GE** |
| **Project type**  **Client** | : Development & Enhancement  : GE Corporate/GE Energy/GE Power & Water/GE Aviation |
| **Designation**  **Software**  **Duration** | : Senior Software Engineer & Software Engineer  : Front End - Workforce Central V6.x, V7.x    Back End - PL/SQL Oracle DB, MS SQL Server DB  : May 2013 - May 2015 |
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**Brief description of the project:**

KRONOS - Workforce Central is a single central system that automates, optimizes, and simplifies the management of all aspects of the employee lifecycle. It ensures workforce made easier right from hire to retire and all stages in between which includes time and attendance, scheduling, absence management, HR and payroll, hiring and labor analytics. Developing along with Enhancing various locations as well as sites of the conglomerated client fully configured w.r.t complex requirements over the Kronos non-hosted (on premise) workforce central application and its proprietary products across multiple versions.

**Roles & Responsibilities:**

* Application development & implementing enhancements by following proper SDLC cycle.
* Configuration of Pay Policies including Pay rules and Work rules with their building blocks.
* Configuration of Devices through the Workforce Device Management building blocks.
* Creating interfaces for integration the processed data through Workforce Integration Manager.
* Documenting all the configurations along with the test cases with internal testing for the approval in CRB meetings before go-live.
* Creating Schedules, Function Access Profiles, Hyper find queries, display profiles and Logon profiles for GE Pay admin, Managers and timekeeper users.
* Creating the Activity Profiles, Activity Form and Activities for employees.
* Creation of Customs Reports in Kronos and Automated Scheduled Reports.
* Establish “best practices” and plan for continuous improvement of processes/Innovation.
* Performance Tuning of Stored Procedures, Functions and Reports creation.

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| **Project** | : **Kronos Workforce Central Application Support for GE** |
| **Project type**  **Client** | : Support  : GE Corporate/GE Energy/GE Power & Water/GE Aviation |
| **Designation**  **Software**  **Duration** | : Senior Software Engineer  : Front End - Workforce Central V6.x, V7.x    Back End - PL/SQL Oracle DB, MS SQL Server DB  : May 2015 - Dec 2015 |
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**Brief description of the project:**

Providing 24x7 end to end Support to customer over various Kronos Application suites across all the locations of the conglomerated companies of the client.

**Roles & Responsibilities:**

* Maintain the Kronos application availability to the GE business users and keep the Kronos Clocks in online mode for all the employees.
* Application monitoring in Production Environment includes periodic monitoring of servers, applications, maintain performance, proactive job monitoring in AppWorx/Event Manager and fixing production aborts.
* Analyzing and solving help desk tickets (INC and SR) within SLA /resolving production issues of all instances within small time span with permanent fix.
* Handling US and NON-US Payroll Process and Application Outage.
* Assisting the team members to excel as a team.
* Handling a novice team to stabilize the migration from Kronos v6 to v7.
* Involved in testing phase of the migration project.
* Identifying root cause of repeatable tickets and suggest a permanent fix and implement it.
* Providing suitably tested fixes to defects carrying out design, construction & review within the sanctioned time.
* Establish “best practices” and plan for continuous improvement of processes/Innovation.
* Performance Tuning of Stored Procedures, Functions and Reports creation.

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| **Project** | : **Kronos Global Support Cloud** |
| **Project type**  **Client**  **Designation** | : Support  : 21000+ Cloud Customers  : Technical Support Engineer, Specialist |
| **Software** | : Front End - Workforce Central V6.x, V7.x, v8.x  Back End - SQL Server 2005/2008/2008R2/2012/2014R2 |
| **Duration** | : Dec 2015 to Apr 2017 |

**Brief description of the project:**

Aims at providing 24x7 support to all its Cloud hosted customer globally all over the world including the 500+ fortune top 1000 companies, on all grounds like Application, Infrastructure, Functional, Maintenance, Hosting etc. in every sector of the business across multiple Kronos platforms, tools and versions.

**Roles & Responsibilities:**

* Kronos Technical Support to all the Cloud Customers registered on the customer portal.
* Analyze and solve challenging issues as per the priority even after the issue is not resolved by any other internal team and escalated by the customers.
* Handling all types of cases related to application, database, workforce central suites, web server (IIS), application server (JBOSS), Suite Patch, Service Pack and Language Pack upgrade.
* Provide RCA for the outage and escalated cases related to Cloud Customer.
* Analyzing backend generated server level Kronos source code Heap dump and Thread dump for finding root cause to report a product bug to the Engineering team.
* Handling P1 and P2 tickets on daily basis for over 21000+ cloud customers involving bridge joining and handling the various stakeholder challenges.
* Involve in configuration of a new client requirement with AMS development team for On-Time delivery.
* Worked on various tools like VROPS, KVIEW, MAP, YourKit to understand the logic of the application module & finding out the actual root cause of the persistent issue.
* Pro-actively make sure everything is fine from Infrastructure, Functional and Technical side.

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| **Project** | : **HONDA KRONOS Time & Labor Maintenance & Support** |
| **Project type**  **Client** | : Maintenance and Support  : HONDA NORTH AMERICA (Manufacturing & Supply Chain) |
| **Designation**  **Software**  **Duration** | : Associate Consultant  : Front End – Kronos Workforce Central V7.0.7  : Back End - PL/SQL, MS SQL, SSMS/Visual Studio 2008  : May 2017 – June 2019 |
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**Brief description of the project:**

Client HONDA, world's largest manufacturer of motorcycles, uses services of L&T Infotech to support and enhance by integrating new things in their organization on day-to-day basis through Kronos Workforce Central application and its utilities hosted on Cloud.

**Roles & Responsibilities:**

* Develop & implement enhancements through Quick Service Actions (QSA) by following proper SDLC process cycle defined.
* Maintain the Kronos application availability to the business users.
* Application monitoring in Production Environment includes periodic monitoring of servers, applications, maintain performance, proactive job monitoring in Event Manager and fixing production aborts or delays.
* Analyzing and solving help desk tickets (INC, PRB and SR) within SLA /resolving production issues of all instances within small time span with permanent fix.
* Handling all 9 business units of Client through all phases like Outage, Tickets, SR, QSA etc.
* Communicating with different upstream and downstream teams for smooth to & fro data flow.
* Establish “best practices” and plan for continuous improvement of processes/Innovation in the internal portal ‘BEYOND’.
* Providing Consultant expertise over the process & project biding to bring opportunities through new clients.
* Involved in RFP, Due-Diligence & KT sessions for new Projects on a business level.
* Taking offshore & onshore interviews & shortlisting the candidates even for top level Kronos positions within the organization.
* Innovating via interfaces or report queries to benefit the client-company flagship brand relations.
* Handling the project flow & data maintenance during Kronos SP migration from v7.0.7 to v7.0.16.
* Performance Tuning of Interfaces, Queries and Process at the Production level.
* Handling the team of 4 for migration phase from Kronos WFC v7 to v8 along with documentation process.
* Knowledge Sharing along with shadowing & reverse shadowing the new team members.
* Point of Contact for HONDA Kronos team to showcase the work done by the team to the management.
* Documenting System of Procedures (SOP) for repetitive issues to reduce the efforts done for such cases.

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| **Project** | : **HONDA KRONOS Time & Labor Maintenance & Support** |
| **Project type**  **Client** | : Maintenance and Support  : HONDA NORTH AMERICA (Manufacturing & Supply Chain) |
| **Designation**  **Software**  **Duration** | : Consultant  : Front End – Kronos Workforce Central V7.0.16, v8.1.4  : Back End - PL/SQL, MS SQL, SSMS/Visual Studio 2008  : July 2019 – Till Date |
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**Brief description of the project:**

Client HONDA, world's largest manufacturer of motorcycles, uses services of L&T Infotech to maintain and support by integrating new things in their organization on day-to-day basis through Kronos Workforce Central application and its utilities hosted on Cloud.

**Roles & Responsibilities:**

* Develop & implement enhancements through Quick Service Actions (QSA) by following proper SDLC process cycle defined.
* Maintain the Kronos application availability to the business users.
* Application monitoring in Production Environment includes periodic monitoring of servers, applications, maintain performance, proactive job monitoring in Event Manager and fixing production aborts or delays.
* Work with architect and designer team to perform cost benefit analysis for multiple Kronos upgrades and migrations.
* Work on Kronos critical support issues, enhancements requests, helping business users in solving application related issues & critical integration issues between Kronos WFC & other applications which are in project scope.
* Analyzing and solving help desk tickets (INC, PRB and SR) within SLA /resolving production issues of all instances within small time span with permanent fix.
* Handling all 9 business units of Client through all phases like Outage, Tickets, SR, QSA etc.
* Consult with management to define future road map for new opportunities
* Consult with senior managers regarding upcoming changes in various third-party vendors IT applications and their impact on Honda Kronos WFC System.
* Communicating with different upstream and downstream teams for smooth to & fro data flow.
* Document all the new interfaces, features and process flows via KCD’s and upload to the share point for the team, management & business to refer.
* Innovating via interfaces or report queries to benefit the client-company flagship brand relations.
* Handling the project flow & data maintenance during Kronos Service Pack migration from v7.0.16 to v8.1.4.
* Performance Tuning of Interfaces, Queries and Process at the Production level.
* Provide Value Added Services to the business by automating the manual intervention and pro-actively working with 3rd party teams to rectify the future issues.
* Knowledge Sharing along with shadowing & reverse shadowing the new team members.
* Point of Contact for HONDA Kronos team to showcase the work done by the team to the management.
* Documenting System of Procedures (SOP) for repetitive issues to reduce the efforts done for such cases.

**PROFESSIONAL ACHIEVEMENTS**

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| **Awards** | * **IEvolve Kaizen** certification for implementing innovation twice (Sep’14, March’15). * Won **Pat on the Back** for June’14 (IGATE award for work recognition monthly). * GE WFM COE Kronos Migration award for outstanding work in migrating 60K+ customers to new Kronos v7 from v6 (2016). * **Appreciations** from the onsite project manager/team lead/client/application users on 100% **First Time Right** and **On Time Delivery**. |
| **Certifications** | * **ITIL Foundation AXELOS** certified in **IT Service Management (2016).** * Kronos Trained in Workforce Advance Scheduling (2017). * Kronos certified Workforce Mobile Applications (2016). * Kronos certified Workforce Tablet Applications (2016). * Kronos certified Basic Workforce Timekeeper Accreditation (2016). * Kronos certified Workforce Timekeeper (2016). * Kronos certified Workforce Basic Configuration Concepts (2016). * Kronos certified in Workforce Integration Manager (2016). |

**EDUCATIONAL QUALIFICATIONS**

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| 2012 | Chitkara University, Himachal Pradesh | B.E (CSE) | 7.57 CGPA |
| 2008 | Spring Dale Senior School (S.D.S.S) | Class XII | 83.2% |
| 2006 | The Senior Study School - 2 (T.S.S.S) | Class X | 77.4% |

**ADDITIONAL DETAILS**

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| Date of Birth | : 18-Oct-1990 |
| Gender  Marital Status | : Male  : Single |
| Nationality | : Indian |
| Languages Known | : English, Hindi, Punjabi |
| PAN Card Number  Passport Number | : BVMPM8871R  : R3714879 |

**Date:** 12 July 2020 **Signature**

**Place:** Mumbai (Sambit Mohapatra)