**Gargi Bhadauria**

**Business Analyst |Product Owner | Project Manager | Peoplesoft**

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**Employer Details:**

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**Profile Summary**

Analytical, enthusiastic, innovative Product Owner/ Product Analyst/ Scrum Master/ IT Business Analyst/QA Analyst/Project Manager with 16+ years of IT experience spanned over a course of varied responsibilities and roles.

**Core Competencies**

Business Analysis and Requirement Gathering          Leading large scale Business Initiatives

Agile Software development                                        Data Review and Statistical Analysis

Values Pace over Perfection                                        Excellent Communication and Documentation

Identify Business Pain Points and Opportunities           Building strong relationships with Stakeholders

User Acceptance Testing                                             Jira, Confluence, Azure Dev Ops

REST API, JSON, Web Services                                 Database and SQL

Certified AWS Cloud Practitioner                                 Leadership and Teamwork

Mentoring and Knowledge Sharing                              Managing Competing Business Priorities

HCM/HRMS implementation experience            Certified Scrum Product Owner

Continuous Learning Microsoft excel, draw.io, Word, PPT, Visio

GitHub, UI/UX, .net                              Success Factor LMS implementation

Tableau for Data Science

**Experience Highlights**

* Certified Scrum Product owner (Scrumalliance.org)
* Oracle Certified **PeopleSoft** **HRMS**/Admin Consultant
* IT business analyst with extensive experience in gathering, managing and documenting business and functional requirements, communicating effectively with business and Senior Management stakeholders, IT application developers and QA engineers.
* Strong fundamentals of QA software Manual/Automated testing in diverse businesses (Retail, HR, Healthcare) in varying technical environments.
* Adept at creating and transforming business requirements into functional requirements and designing business models through mockups and wireframes – Use case, Sequence, Workflows (present and future state)
* Proficient in creating wire frames and prototypes using prototyping and collaboration tools like MS Visio, MS PowerPoint, MS SharePoint and Micro.
* Proven hands-on experience with full system development lifecycle experience, including implementing project plan, development test plans, test cases, test data review, bug tracking and test reporting to improve communication and reduce delays.
* Strong experience in analyzing test results, identifying issues and reporting through JIRA, TFS, MS SharePoint and Smart sheet.
* Good working knowledge of **GitHub**, analyzing existing code in .net, **postman** collections, **Swagger**, API’s, **Figma**.
* Strong understanding of **Agile** and **Waterfall** methodologies, cross platform skills in Windows, MySQL and SQL server database as backend.
* Expertise in conducting multiple facets of Testing – Integration, System, Functional, GUI, Regression, Sanity, Negative, Smoke, User Acceptance **(UAT)**, Performance, Load and Stress testing.
* Extensive experience of working with Scrum teams to improve user story quality by encouraging collaborative story conversations and backlog refinement meetings.
* In depth knowledge of Software Development Life Cycle (SDLC) & Software Testing Life Cycle (STLC)
* Strong experience working in a distributed team environment – working with offshore
* Strong team player, proficient at time management & multitasking – focusing on deadline adherence and handling changing priorities.
* Responsible for finalizing the product needs/enhancements aligning with the Product Strategy roadmap, with Sr. Business leaders, to convert them to IT oriented Epics/User Stories, Acceptance Modelling and Requirements
* Conduit & IT/Business liaison for gathering and proactively recommending enhancement product features to existing product
* Owner of the product backlog – responsible for running the story mapping sessions with the IT team members, to ensure successful delivery of epics and user stories leading to an efficient and effective product backlog.
* Leading the development team to ensure the technical feasibility of implementing a suggested solution.
* Facilitating the Sprint Review, Sprint Planning, Refinement, Sizing & Daily **Scrum meetings.**
* Responsible for the testing and integration of modules supporting real-world, time-sensitive requirements in an Agile environment.
* Driving Agile metrics in the team, following “**Agile Champion**” model
* Expertise in User Story writing. Conceptualized and successfully delivered a company-wide training program on “**Writing Better User Stories**.”
* Conducted personalized “**Scrum Product Owner**” training sessions for RRD Product analysts/ Business analysts/ Product owners.
* Extensive knowledge of **PeopleSoft** HRMS modules Core HRMS, Recruiting, Campus Solutions, Time and Labor, Benefits, Global Payroll, North American Payroll, E-Compensation, E-Performance.
* Good working knowledge of PeopleSoft Financials modules Project Costing, Asset Management, Purchasing, Account Payables, Account Receivables and General Ledger.
* Worked extensively on People Tools such as Application Designer, People Code, Application Engine, Component Interface, File Layout, Application Packages, Integration Broker, Process Scheduler, Data Mover, AWE and Reporting tools like XML Publisher, SQR, Crystal Reports, PS Query.
* Proficient with PeopleSoft HCM/FSCM database and PIA. Very sound RDBMS concepts and good database programming experience using Oracle 9i/8i/11g, MS SQL Server 7.0/6.5, SQL, PL/SQL and SQL Loader.
* Extensive experience in transferring existing data from legacy system to PeopleSoft application database tables using SQR, Application Engine, People Code, File layout and Component Interface.
* Worked extensively on the inbound and outbound interfaces using Application Engine and File Layout.
* Designed and implemented various conversion programs for populating the PeopleSoft set up tables from the Input file sent by client using Excel to CI, SQR, Application Engine, File Layout and Component Interfaces.
* Solid working knowledge of reporting tools like SQR, Crystal Reports, PS Query and XML Publisher.
* Significant PeopleSoft implementation experience from project conception through roll-out which includes fit gap analysis, development, major customization, testing, and training.
* Knowledge of app server configuration, PIA, Process Scheduler, web server.
* Good working knowledge of the **PeopleSoft** Internet Architecture, People Tools 8.51, Web logic and Tuxedo.
* Experience in Debugging and Tracing People Code, SQL, Application Engine and SQRs.

**Education:**

* Bachelors in **Electronics and Instrumentation** from Uttar Pradesh Technical University – Completed in **2006**

**Certifications:**

* Certified Scrum Product Owner
* Certified AWS Cloud Practitioner
* Received Performance Excellence award in RRD
* Experience in leading/managing

**Professional Experience:**

**Client: Kpmg International – Dallas, Tx June 2022 — Current**

**Role: Sr. Technical Business Analyst/Project Manager**

**Responsibilities:**

* Led a cross matrix team from DHR (Digital H&R), Global Mobility, Learning & Development, and preferred **SAP** vendors. Used both Iterative and **Agile** development methodologies. Created detailed budgets for resources by cost center as well as for licensing and hardware costs. Collaborated with many departments within KPMGI globally. Influenced matrix team of 20+ professionals.
* Owner of the product backlog – responsible for running the story elaboration sessions with the IT team members, to ensure successful delivery of epics and user stories leading to an efficient and effective product backlog for all the projects across DHR, Learning Development teams.
* Continue to plan and work on Learning & Development initiatives to support CMS (Content Management Systems with SAP preferred vendor **OpenText** using ECM (Extended Content Management), Evaluation with vendor Explorance using Metrics That Matter to support survey feedback results on training materials provided to KPMGI, Implementing a global Digital Badges solution for KPMG Member Firms.
* For all initiatives, I build a collaborative environment as a key liaison between the business and technical resources, realizing significant workstream improvements by handling and communicating issues, risks, and delays. Enabled cross-functional line-of-sight to aid production as well as awareness of downstream impacts and systems. I also obtained the ability to problem solve whether verbal or written to identify the problem, gather the right team to resolve, and finally communicate the end results for teams to move forward.
* Worked in an end to end implementation of Open Text **(Content Server/ECM)** platform as the owner of product backlog to support **CMS** (Content Management System). Gathered requirements on workflows, forms, and custom applications, Content Management, Role and Security, Web Reports, Notifications, Landing Page and Folder Taxonomy and translated into Epics and user stories. Created a detailed BRD of all business requirements.
* Worked very closely with the DEV team from **OpenText** implementation partner to elaborate all the business requirements, participated in scrum calls to address any blockers or questions, ensuring timely delivery of sprint items.
* Conduct thorough testing of Open Text implementation, ensuring adherence to specifications and validating system functionality and data integrity.
* Responsible for working through the integration requirements between SAP Learning Management System and MTM (Metrics that matter) to send the course post survey results to MTM via API’s and building the Functional spec for DEV and QA team.
* Working with Global Learning and Development team to gather the Reporting requirements and KPI’s from different learning platforms like Degreed, Success Factor LMS, Credly, Kaltura etc. Understanding business pain points and existing gaps to identify the need of new API’s or file transfer via SFTP which can be consumed by Power BI to build the dashboards for business.
* Played a key role in identifying vendor products for KPMG Global Digital Badges initiative and documenting all the business requirements from all the workstreams (**Advisory,** Cross-Functional, Tax and Legal etc.). Currently leading the implementation of Digital Badge project in collaboration with Senior Architects and Product Owner and performing system validation for all workflows and business use cases.
* Worked closely with the product owners, Subject matter experts and stakeholders in various DHR and LTE Projects to understand the pain points and requirements and converted it to Function Spec and User stories in **Azure DevOps.**
* Worked extensively in the Best Fit Analysis for several projects based on the requirements from stakeholders, reaching out to vendor companies with RFI’s, setting up product demos and presenting the recommendation to Steering committee with vendor score cards based on the responses received and demos.
* Developed technical documentation, Job Aids, user manuals, installation guides, API documentation, release notes, and troubleshooting guides.
* Worked extensively with the **QA** team to identify the test case scenarios, identify API end points from swagger and converting them into the postman collections.
* Worked extensively with **Azure DevOps**, Confluence for project management and documentation purposes. Worked with **UI/UX** team to communicate the UI requirements and once designs are received, adding them to user stories for elaboration with DEV and QA team.
* Collaborated with cross-functional teams, including product managers, developers, quality assurance engineers, and support personnel, to gather information and incorporate feedback into documentation.
* Participated in process improvement initiatives to enhance documentation workflows and practices.
* Performed User Acceptance Testing (UAT) and executed several test scenarios on **SOA, API** Webservices using **XML** and **JSON** in specific environments ensuring the accuracy and relevance of these tests, as well as document the results / anomalies and re-testing if required.
* Experience with **SOAP UI**, Java based Rest API and **Webservices**

**Client: Ncr Corporation – Dallas Tx June 2021 — May 2022**

**Role: Sr. Business Analyst/Product Owner**

**Responsibilities:**

* Acted as a **PO/BA** for “NCR Corporation- Emerald (Unified Point of Sale hosted in GCP)” project to identify and analyze the business requirements from Product team and convert them to IT oriented Epics/User Stories, Acceptance Modelling and Requirements in Jira.
* Owner of the product backlog – responsible for running the story elaboration sessions with the IT team members, to ensure successful delivery of epics and user stories leading to an efficient and effective product backlog.
* Facilitating the Sprint Review, **Sprint Planning**, Refinement, Sizing & Daily **Scrum** meetings
* Responsible for the testing and integration of modules supporting real-world, time-sensitive requirements in an **Agile environment.**
* Worked extensively with the **DEV** and **QA** team to identify the test case scenarios, identify API end points from swagger and converting them into the postman collections.
* Have extensive knowledge in writing stories in BDD format, API’s, .net, executing postman scripts and creating postman collections.
* Very good knowledge of running complex database queries.
* Demonstrated excellence in understanding overall architecture, dependencies on various external systems and providing reverse KT to client.
* Worked extensively with **Jira**, Confluence for project management and documentation purposes. Worked with UI/UX team to elaborate the UI requirements in **Figma** and documenting them into user stories.
* Develop technical documentation, job aids, API documentation, release notes, and troubleshooting guides.
* Performed UAT and executed several test scenarios on **SOA, API** **Webservices** using **XML** and **JSON** in specific environments ensuring the accuracy and relevance of these tests, as well as document the results / anomalies and re-testing if required.
* Experience with **SOAP UI,** Java based Rest API and **Webservices** testing using Postman.
* Collaborate with cross-functional teams, including product managers, developers, quality assurance engineers, and support personnel, to gather information and incorporate feedback into documentation.

**Client: Rr Donnelley– Chicago March 2013 — June 2021**

**Role: Sr. Business Analyst**

**Responsibilities:**

* Responsible for finalizing the product needs/enhancements aligning with the Product Strategy roadmap, with Sr. Business leaders, to convert them to IT oriented Epics/User Stories, Acceptance Modelling and Requirements
* Active contributor to the **MVD** (Mutual Value Discovery) sessions with **RRD** Business & Marketing teams, to understand end-client’s problem statements and provide plausible solution(s)
* Conduit & IT/Business liaison for gathering and proactively recommending enhancement product features to existing **HRMS 9.2** applications and Retail **ISM** product.
* Owner of the product backlog – responsible for running the story mapping sessions with the IT team members, to ensure successful delivery of epics and user stories leading to an efficient and effective product backlog.
* Leading the development team to ensure the technical feasibility of implementing a suggested solution.
* Facilitating the Sprint Review, Sprint Planning, Refinement, Sizing & Daily Scrum meetings
* Responsible for the testing and integration of modules supporting real-world, time-sensitive requirements in an Agile environment.
* Driving Agile metrics in the team, following “**Agile Champion**” model
* Lead and Product Owner of “Business Process Chatbot” application which was ideated in the **Hackathon** and now in the development/implementation phase. This product will be enabled across RRD tools/ applications for improved business.
* Expertise in User Story writing. Conceptualized and successfully delivered a company-wide training program on “**Writing Better User Stories**.”
* Conducted personalized “Scrum Product Owner” training sessions for RRD Product analysts/ Business analysts/ Product owners.
* Collaborated with Engineering teams to develop shared capabilities in processes; tools; architecture, and solutions.
* Worked in various enhancements and customizations for PeopleSoft HRMS 9.2 in various domains e.g. Core **HRMS**, North American Payroll, Core-HR, **E-Comp**, **E-performance**, Benefits, Time and Labor, Recruiting and **PeopleSoft Portal**.
* Implemented several HR and payroll interfaces from PeopleSoft to several external systems like ADP, JP Morgan Chase (401K), Dayforce Workforce, Hewitt, Silkroad etc.
* Support operational and regulatory requirements through requirement gathering, configuration, testing, and implementation of upgrades, enhancements, and patches.
* Provide functional and technical support, identify and troubleshoot system problems. Ensure data integrity, testing of system changes, report writing and process improvement opportunities.
* Configure, build, and manage PeopleSoft integrations to various external vendors and continuously monitor & address any error logs.
* Manage change via strong project and change management methodology (i.e. definition of scope, identification of risks, project plans, resource allocation, timeline and budget)
* Manage **HRIS** technical team including performance reviews.
* Ongoing management and development of 3 team members, including setting objectives, work allocation, yearly objectives/PDR setting performance appraisal.
* Manages planning and implementation of system changes and works with HRIS vendors to develop, enhance and/or modify the systems and resolve technical issues.
* Monitoring the Incidents on North American Payroll, Core HR, E-Comp, Benefits, E-Performance on daily basis, assigning it to the technical team and making sure issues are resolved within SLA based on the priority.
* Developing the technical design documents and writing code for new enhancement requests.
* Created several interfaces using SQR for Payroll related customization e.g. ADP tax credit program, Adjusting the employees vacations accrual, Request Direct deposit information for employees etc.
* Worked in several customizations for E-Compensation e.g. creating a new custom search page for Manage cycle transaction for **HR Admin’s** only, creating custom fields for salary, awards and Hourly rates calculation, creating CI for loading the mass cycle definitions etc, modifying the Tree builder utility based on the RRD Specific logic and creating a nightly job to refresh cycle data on nightly basis to reflect new job data changes.
* I have worked extensively on E-Performance e.g. fixing day to day issues and enhancement request to create new Performance documents for USA and International employees based on business needs.
* I have fixed several workflow related issues in Self-Service. Also created custom workflows using **AWE** for **RRD** China.
* Fix, Test, deliver the bugs and keeping tract till it’s closed.
* Monitoring the Integration Broker services on daily basis for message flow from HR base app to **PeopleSoft Portal.**
* Involved in the preparing **DMS scripts** to export and import data in production environments.
* Involved in the peer review of development.
* Worked extensively on the online modifications of pages using Application Designer, **People Code** and **SQL** based on the client’s requirement.
* Good knowledge of server related tasks like bring the Application Server, process Scheduler and Web server up in **Linux server** whenever it is down using Putty. I have also done the post database refresh tasks and installing the **PGP** Encryption key for outbound and inbound interfaces.
* I have also resolved many of the **PeopleSoft Portal** issues occurred during go-live and created the Integration Broker notification Application Engine which runs daily and cancel any message in error status. This allows the next messages in queue to process. This program also sends the notification to IT team on scheduled basis or when any error encounters.
* Have a working knowledge of **Workday systems** via instructor led training and in house projects.

**Client: Blue Cross Blue Shield – Chicago November 2012- January 2013**

**Role: Senior Consultant**

**Responsibilities:**

* Active participation in business discussions to understand requirements and provide inputs for Employee On boarding and Recruitment using **Silk Road system**. Designing and leading the **HCM 9.2** implementation for **Core-HR**, Compensation, **Performance management**, Time and Labor and Benefits
* Involvement in gathering and suggesting new requirements to existing systems.
* Coordinating with the development team to evaluate technical feasibility of implementing a solution.
* Designing workflow diagrams, wireframes & mockups and developing prototypes to effectively communicate ideas and illustrate scenarios.
* Analyzed business requirements, software requirement specifications to create test plan and test cases.
* Worked closely with users and program developers to ensure application development meets with the user expectations.
* Developed the unit test cases based on the use-cases devised during my interaction with the business users.
* Responsible for developing the system test plan in conjunction with the development team.
* Accelerated resolution of software issues by generating bug reports and providing constructive feedback to developers.
* Performed Manual Testing of the **Web Application**.
* Created **SQL queries** for data validation.
* Performed Manual Testing of the web application.
* Executed functional, integration, system, sanity & regression tests.
* Map the new requirements as set by the business users to the Integration test cases needed to test the overall process flows across the applications in the client’s IT landscape.
* Worked with the accounting team to design the use cases that helped the client achieve the overall objective of a bug free application installed at its manufacturing plant.
* Participated in Walkthroughs and Defect report meetings periodically.
* Tested various **text-hyperlinks** and image-hyperlinks of Home page and different pages.
* Tested the functionality of each screen to monitor proper navigation.
* Trained end user on application for purpose of User Acceptance Testing.
* Facilitated **UAT** for the application.

**Client: At Sears Holding Corportation – Chicago June 2012 — November 2012**

**Role: Senior Consultant**

**Responsibilities:**

* Supporting production support of **PeopleSoft Financials 9.0** and PeopleSoft **General Ledger** 9.1 for several modules like Asset Management, Project Costing, Purchasing, Account Payables, General Ledger
* Monitoring the Incident reporting tool on daily basis and resolving issues within **SLA** based on the priority.
* Developing the technical design documents for new Change Request.
* Analyzing, designing the RFC (Request for change) documents and fixing the bugs reported by the customer after requirement gathering.
* Fix, Test, deliver the bugs and keeping tract till it’s closed.
* Involved in development and customization of financial reports using **SQR** and **XML** as reporting tools.
* Involved in the preparing **DMS** scripts to export and import data in production environments.
* Involved in the peer review of development.
* Worked extensively on the online modifications of pages using Application Designer, People Code and **SQL** based on the client’s requirement.
* I am involved in contributing learning and Knowledge management documents to the common repository, which can be further used by the entire team.
* I have done the server related tasks like bring the Application Server, process Scheduler and Web server up in **Linux server** whenever it is down using Putty.
* Closely Monitoring the scheduled batch jobs in Control-M and Linux server for any performance and job abend issues
* Created the mainframe JCL’s for executing jobs. Have working experience in Linux.
* Leading the offshore team of 5 resources, assigning daily tasks to them on priority basis and arranging for status calls every day.

**Client: IBM Corporation - Bangalore, India September 2011 — April 2012**

**Role: Senior Consultant**

**Responsibilities:**

* Technical Consultant for **PeopleSoft HCM V9.1** Implementation, Bank of America, USA. This project is re-implementation of NA payroll, Time and Labor, Absence management, Benefits using **PeopleSoft v9.1** and People Tools v8.50. Project consists of various customizations, Interfaces, data conversion and reports.
* Created Technical Design Document for various Interfaces and Enhancements.
* Developed the customizations and Interface.
* Was involved in many of the Initial Set Up Data Load processes using Excel to CI, App Engine with File Layout and App Engine with Component Interface and **SQR**.
* Was involved in creating the conversion programs for data uploading in various **PeopleSoft** setup tables for Absence Management and **Core HRMS** fundamental tables using Application Engine, File Layout, CI and Excel to CI.
* I have created several interfaces, both inbound and outbound from scratch using Application Engine and File Layout to import and Export data from either **PeopleSoft** or third-party systems.
* Worked in many of enhancements i.e. page and component design. Created and modified the People **Code** and **SQL** for various page customizations.
* Involved in the preparing **DMS** scripts to export and import data in production environments.
* Involved in the bug fixing for various modules like NA Payroll, Workflow, Benefits Administration, **PeopleSoft** Security, Absence Management, Time and Labor etc. during support phase.
* Was involved in unit testing of the Development and Customizations.
* Conducted unit testing and resolving any identified issues.
* Supporting object migrations using Data Mover and completing all required migration documentation.
* Supporting data conversions and security changes as needed.
* Restructuring existing reports, processes and queries.
* Peer Review of the customizations made by other team members.
* Coordinating with the offshore team.

**Client: Dell - Bangalore, India January 2010 - August 2011**

**Role: Senior Techno Functional Consultant**

**Responsibilities:**

* Technical Consultant for PeopleSoft **HCM V9.1** Implementation, DOW Chemicals, USA. This project is re-implementation of Core HR, Global Mobility (GP), NA payroll, Time and Labor, Absence management, Benefits using PeopleSoft v9.1 and People Tools v8.50. Project consists of various customizations, Interfaces, data conversion and reports.
* Created Technical Design Document for various Interfaces and Enhancements.
* Developed the customizations and Interface.
* Was involved in many of the Initial Set Up Data Load processes using Excel to CI, App Engine with File Layout and App Engine with Component Interface and **SQR.**
* Was involved in creating the conversion programs for data uploading in various PeopleSoft setup tables for **Absence Management** and Core HRMS fundamental tables using Application Engine, File Layout, CI and Excel to CI.
* I have created several interfaces, both inbound and outbound from scratch using Application Engine and File Layout to import and Export data from either PeopleSoft or third-party systems.
* Worked in many of enhancements i.e. page and component design. Created and modified the People Code and SQL for various page customizations.
* Created/ Modified PS Queries for some of the **XML** publisher reports.
* I have modified many of the **V8.0 SQR’s** for reporting purposes to be used for V9.1.
* Involved in the preparing DMS scripts to export and import data in production environments.
* Involved in the bug fixing for various modules like Core HRMS, NA Payroll, Global Payroll, Workflow, Benefits Administration, PeopleSoft Security, **Absence Management**, Time and Labor etc. during support phase.
* Monitoring the service operations for integration between **HRMS** and **CRM** helpdesk using Integration Broker and fixing the errors if any.
* Was involved in unit testing of the Development and Customizations.
* Conducted unit testing and resolving any identified issues.
* Supporting object migrations using Data Mover and completing all required migration documentation.
* Supporting data conversions and security changes as needed.
* Restructuring existing reports, processes and queries.
* Peer Review of the customizations made by other team members.
* Coordinating with the offshore team.
* I have provided initial PeopleSoft training to the freshers who joined the organization.
* Worked on several the **SIR’s** and **OPAS** tickets to resolve the issues in Production.
* Have gained a little functional knowledge in Core **HRMS**.
* I have been awarded ‘The on-spot award’ for the support I have been providing to the client.

**Client: Oracle - Bangalore, India January 2007 — December 2009**

**Role: Associate Consultant**

**Responsibilities:**

* **PeopleSoft HCM 9.0** Implementation (Reports) for **Abongo** – Spain, Campus Solutions 9.0 Implementation- University of Ballarat – Australia
* Development of the allocated gaps according to the client’s requirement.
* Development and running of Unit testing after the development.
* Involved in the writing and reviewing of different Technical Specs for the new customizations and developments.
* Developed various complex reports using **XML** Publisher reporting tools, Application Engine, File Layout, **XML** file and **PS Query** such as:
* Banking report to list the details of cheques taken for a particular business date by cashiering office (drawer, **BSB** and amount). The report also displays the total of the cash receipted and be in a format that can be presented to the bank.
* Generated the report for Invoices generated by the delivered **COBOL** process and display in the Invoice details in the format suggested by the Client.
* To generate a receipt to be presented to the customer when a payment is received from a student or Organization through the University Cashiering office.
* The requirement is to use the data that the delivered process generates and display it in an invoice format that meets the University of **Ballarat’s** requirements.
* Have done page and component customizations for student financials module. Written and modified the People Code and SQL as per the client’s requirement.
* I have worked extensively on the new reporting tool: **XML** publisher reports.
* Participated in weekly project status meetings for offshore.