
DOUG HARPER

Mr. Harper has over 16 years of experience implementing and managing PeopleSoft Human Resources and Payroll projects. His skills include project management; full lifecycle implementations; and upgrade management, assistance, and testing for all the PeopleSoft HCM modules.

SUMMARY OF QUALIFICATIONS

- Senior PeopleSoft HCM Functional/Technical Consultant and Project Manager
 - PeopleSoft consulting experience includes multiple full lifecycle implementations and upgrades
 - Currently serving as a Senior HCM Functional/Technical lead.
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PROFESSIONAL EXPERIENCE

PeopleSoft Products

Human Resources
Base Benefits
Benefits Administration/
eBenefits
Payroll
Payroll Interface
Time & Labor
Recruiting(TAM)
Absence Management
eApps
ESS/MSS
ePerformance
UPK
PeopleSoft Test
Framework (PTF)

PeopleTools Experience

Application Designer
Application Engine
Security Administration
Data Mover
Workflow Tools
Change Assistant
XML Publisher
Component Interface
Change Assistant

Certifications

Human Resources
Management
Certification, Richland
College

Currently working
toward PMI

Communications Company

March 2012 - Present

Senior Consultant

- Company Acquisition
 - Facilitated the combining of two different PeopleSoft systems on two different versions into a common PeopleSoft environment.
 - HR, Payroll, Benefits Administration, Time & Labor, TAM, ePerformance.
- Benefits Administration
 - Configure combined Benefits Administration system for all new combined Benefits for 2014
- ePerformance
 - Configure new performance documents for 2014 review cycle.

Retail

April 2011 - March 2012

Senior Consultant

- 9.1 Upgrade
 - Installed and configured the PeopleSoft change assistant.
 - Assisted new staff in analyzing and documenting their current PeopleSoft customizations.
 - Analyzed customizations and custom programs for elimination.
 - Prepared a list of delta's between 8.9 and 9.1 .
 - Re-Applied required customizations.
 - Recompiled and changed T&L rules, including approvals and AWE configuration.
 - Applied multiple bundles and patches.
 - Configured the Setup Manager in PeopleSoft.
 - Configured the PeopleSoft Testing Framework (PTF), and trained staff on how to use the module.
 - Setup the PeopleSoft company directory.

Certification

Education

Bachelor of Science,
Stephen F. Austin

Additional Product Knowledge

Taleo
PeopleClick
Authoria
ChoicePoint
Sterling
ADP
SumTotal
OrgPublisher
Test Director

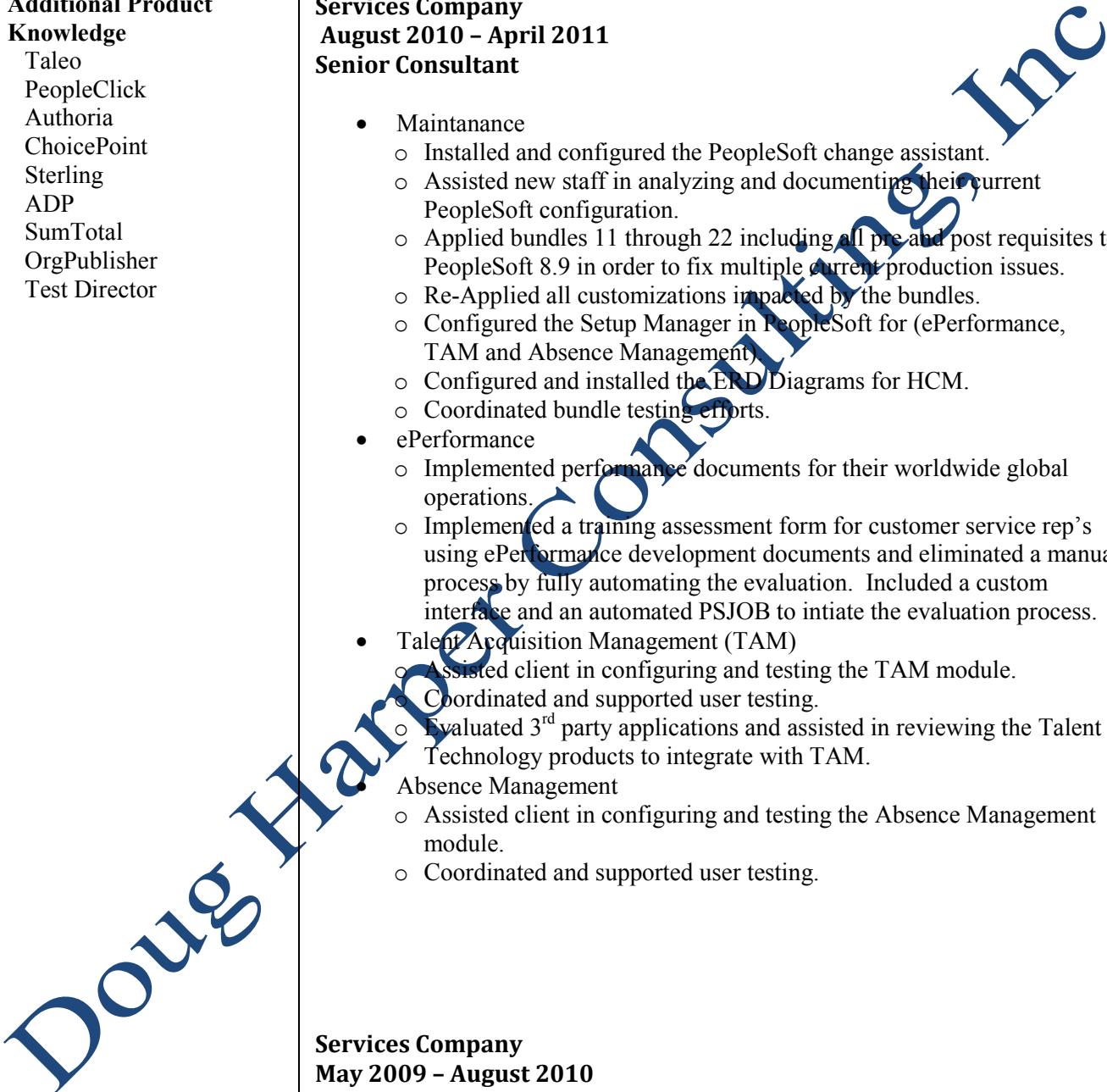
- Configured and installed the ERD Diagrams for HCM.
- Coordinated user testing efforts.
- Eliminated custom HR2000 system by building a new module inside PeopleSoft.

**Services Company
August 2010 – April 2011
Senior Consultant**

- Maintenance
 - Installed and configured the PeopleSoft change assistant.
 - Assisted new staff in analyzing and documenting their current PeopleSoft configuration.
 - Applied bundles 11 through 22 including all pre and post requisites to PeopleSoft 8.9 in order to fix multiple current production issues.
 - Re-Applied all customizations impacted by the bundles.
 - Configured the Setup Manager in PeopleSoft for (ePerformance, TAM and Absence Management)
 - Configured and installed the ERD Diagrams for HCM.
 - Coordinated bundle testing efforts.
- ePerformance
 - Implemented performance documents for their worldwide global operations.
 - Implemented a training assessment form for customer service rep's using ePerformance development documents and eliminated a manual process by fully automating the evaluation. Included a custom interface and an automated PSJOB to initiate the evaluation process.
- Talent Acquisition Management (TAM)
 - Assisted client in configuring and testing the TAM module.
 - Coordinated and supported user testing.
 - Evaluated 3rd party applications and assisted in reviewing the Talent Technology products to integrate with TAM.
- Absence Management
 - Assisted client in configuring and testing the Absence Management module.
 - Coordinated and supported user testing.

**Services Company
May 2009 – August 2010
Senior Consultant**

- Global Implementation PeopleSoft 9.0
 - Assisted with fit gap, requirements gathering, system configuration and design for all Reed Elsevier locations around the globe. Countries in requirements gathering included US, Canada, Australia, Austria, China, France, Germany, Italy, Japan, Netherlands, New Zealand,



- Poland, South Africa, Spain and the UK.
- Assisted client in preparing standards for technical specs, functional specs, global development standards and instance migration planning and usage for the various phases.
- Delivered weekly lunch and learn sessions for the technical team on new functionality and deltas between PS version 8.8 and 9.0. Developed UPK content for the sessions and trained on UPK.
- The implementation included Core HR, Employee Self Service, Manager Self Service, Benefits Administration, eBenefits, ePerformance, Absence Management, Time & Labor and Payroll Interface and the Community Portal as well as Directory Interface for approximately 45,000 employees, and 20,000 contractors.
- Created multiple conversion audits to ensure accuracy, consistency and referential integrity for two distinct conversions from two different PeopleSoft systems into one PS 9 environment for the US and Canada.
- Once design was completed, served as the overall testing lead for the US and Canada rollout for North America, for all modules and all testing teams.
- Assisted with test case planning, test case creation, testing project plans, testing coordination, defect logging and defect resolution as well as progress reporting.
- Constantly worked to ensure technical team and testing teams were resolving open issues during testing phases.
- Facilitated all daily testing meetings to work open items to a final resolution.

**Communications Company
October 2007 - April 2009**

- First phase: converting a new company into the existing PeopleSoft environment.
 - Assisted with collecting data from the new company. Converted that data into MS Access and generated data to be loaded into PeopleSoft.
 - Assisted client with preparing test plans and in testing the application and configuring all the tax information needed for the new company.
 - Developed custom reports to support the existing needs of the purchased company.
- Second phase: implemented Benefits Administration for the new company which was just rolled into PeopleSoft. Project included union benefits as well as non-union benefits.
- Third phase: upgrade from 8.3 to 9.0.
 - Performed fit gap for all HRMS modules used by the client to include HR, Benefits Administration, Time & Labor, and Payroll for North America.
 - Held sessions with users from across the business to document current processes and perform online reviews of the functionality in 9.0.
 - Prepared detailed fit gap requirements to be used with the upgrade reports and also to create technical estimates for level of effort to be used for the scope in the project plan.
 - Assisted with creating the overall project plan for the HR and

Financials upgrade.

- As the upgrade project lead, worked with technical team on performing steps required within the Change Assistant during each upgrade pass.
- Assisted client in new setup to support the changes in 9.0.
- Prepared test plans and also assisted client in auditing data post-upgrade.
- Re-applied existing customizations to the online application as well as custom SQR programs and Application Engine programs.
- Assisted with all levels of troubleshooting from application issues to Web server and application server load balancing issues.
- Created and executed the migration plan of customizations across all environments.
- Assisted users with tracking items ready for testing and which items had passed testing.
- Coordinated with the functional and technical teams to ensure development items were available on time.

Oil and Gas

May 2006 – October 2007

- Implemented PeopleSoft 8.9 for the Oil and Gas function in Oman. Company uses PeopleSoft as the primary system for HR-related information and was interfacing that information to the local Oman payroll system (BSH).
- Performed the fit gap, system design and go-live onsite in Oman.
- Documented gaps between the systems and collected all foundation table information.
- Set up PeopleSoft HR, Position Management, Payroll, and Benefits foundation tables.
- Prepared conversion documents to facilitate the loading of data from BSH into PeopleSoft.
- Documented the interface requirements between PeopleSoft and BSH. Combined setup needs into the existing larger PeopleSoft environment.
- Implemented PeopleSoft 8.9 ePerformance. The project consisted of several different performance and development documents to support the annual performance appraisal process as well as the 'on-demand' 360 review processes.
- Led design sessions with key business process owners to collect requirements. Based on requirements, developed ePerformance templates and documents in PeopleSoft.
- Created the approval process and notifications using the delivered system.
- Organized and coordinated the testing efforts.
- Created report specifications for the technical team.
- Provided production support for the annual review process.
- Supported product through go-live.
- Served as the HRIS project lead for the upgrade from PeopleSoft version 8.3 to 8.9.
- Organized testing plans for HR, Benefits, Payroll and security and published them to the Sharepoint system.
- Facilitated between the functional teams and IT to log issues and

coordinate the testing of fixes.

- Performed detailed data validations between data in the 8.3 system and data in 8.9 (many upgrade scripts changed employee data).
- Trained security staff on 8.9 security processes, permission list changes, and department security changes.
- Re-wrote production user queries that were disabled due to changes made by the upgrade.
- Created multiple reports using the RWIZ SQR generation tool.

Retail

May 2005 - May 2006

- Prior to the upgrade, assisted client in documenting processes and procedures regarding Time & Labor and Payroll processing in version 8.3 SP1. Performed as team lead for upgrade from HRMS 8.3SP1 to HCM 8.9. This included the HR, Benefits, Payroll and Time & Labor modules.
- Prepared project plans and testing documentation.
- Assisted with the re-application of online and batch customizations.
- Trained HR, Benefits and Payroll staff on the new functionality available in 8.9. Trained technical staff on new PeopleTools 8.4x.
- Implemented the Garnishment to AP interface from HCM to PS Financials Accounts Payable.
- Set up vendor sync from Financials to HCM.
- Educated HR, Benefits and Payroll users and assisted them in testing the new 8.9 functionality.
- Logged test cases and bugs in Mercury Test Director system.
- Identified opportunities to remove old customization by training client on new delivered functionality in 8.9.
- Client was using HR, Payroll, and Base Benefits with a customized Benefits Administration process, Time & Labor, eProfile, eProfile Manager Desktop and ePay.

Communications Company

October 2004 - May 2005

- Project was a Time & Labor, HR, Payroll, Benefits Administration and Self-Service implementation.
- Organized and led design sessions to gather all setup and configuration elements for Time & Labor, as well as all Payroll and Self-Service requirements.
- Documented all setup items and testing scenarios.
- Created all template and custom rules to support the payroll requirements.
- Created custom pages to support client data entry requirements.
- Modified security for T&L to look at supervisor ID only instead of T&L groups.
- Created over 50 custom and template rules to support union requirements including complex holiday, shift and overtime rules.
- Designed process for automatically creating and assigning roles for all time reporters. Created a process to automatically enroll time reporters

based on their job information.

- Led the user testing effort for two full parallels prior to successful on-time go-live.
- Assisted with production support during the stabilization phase.
- Tested the application of 5 bundles.
- Client was running PeopleSoft HRMS 8.3SP1 and there were approximately 2,000 employees and 2 unions.
- Re-visited client for 2005 year end processing. Created all W2's, 1099-R's, and generated all necessary tax reports. Set up the 401k limit processing for over age 50, and catch-up contributions.

Real Estate

June 2004 – September 2004

Functional Team Lead

- Performed as functional team lead for the upgrade from 8.0 to 8.8 HCM. Client was utilizing HR, Payroll, Benefits Administration, Employee and Manager Self-Service and Time & Labor.
- Prepared comprehensive test plans and procedures.
- Trained all functional staff on the new modules and navigation in 8.8.
- Tested all functions of the system that were used actively by production users to ensure the new version would work properly.
- Collected, logged and fixed issues discovered during the testing process.
- As testing concluded, re-wrote all Time & Labor rules and processes to support the various state overtime requirements.

Distribution

February 2004

- Created several custom SQR and Crystal reports to support the training department.
- Upgraded client from 8.3 application / 8.17 Tools to 8.3SP1 / 8.20 Tools.
- Coordinated the Tools upgrade, created detailed test plans and user sign-off documents.
- Tested the application with the users and identified and fixed any issues encountered.
- Resolved several COBRA Administration issues.
- Corrected previous issues from prior upgrades.
- Set up new benefits for the new plan year.

Wireless Communications

January 2004

- Short-term Payroll audit project. Audited Payroll and Time & Labor processes and procedures for the purpose of enhancing processing times. This included an audit of system performance.
- Created flowcharts of functional processes and recommended changes to the implementation to gain processing efficiencies.
- Worked with technical team to tune various processes to maximize performance.

Retail

April 2003 – June 2004

- Implemented PeopleSoft Time & Labor for the distribution centers and home office. Included multiple states including California.
- Identified all necessary patches and fixes for T&L.
- Performed all necessary setup for the T&L module.
- Evaluated all certified time clock partners.
- Integrated Kaba-Benzing time clocks at the distribution centers.
- Identified and created all necessary custom rules to support state regulations and company policies.
- Created detailed test plans and user sign-off documents.
- Created custom security to support T&L.
- Created several custom reports and audits for the payroll department.
- Trained all users on how to use and troubleshoot Time & Labor.
- Performed in a production support role to support T&L and benefits open enrollment for several months.
- Documented requirements for Benefits Administration setup to support Pier1 benefit programs and plans.
- Created detailed project plan for Benefits Administration.

Retail

June 2002 – March 2003

Upgrade Team Lead

- Performed as the team lead for the upgrade from PeopleSoft 7.5 to 8.3. Project included identifying all customizations made to version 7.5 and the re-validation of them based on current business practices and new functionality delivered in PeopleSoft 8.3.
- Trained functional Payroll, Benefits and HR users on the new functionality in PeopleSoft 8.3.
- After the successful upgrade, assisted client with identification and setup of workflow and self-service items for eProfile, eManager Desktop, eBenefits and the ePay modules.
- Company had approximately 18,000 employees.

Wireless Communications

December 2001 – June 2002

- Served as the lead HRMS implementation consultant. This was an 8SP1 PeopleSoft implementation that included Payroll for North America as well as a two-way interface of all benefits to a third-party Benefits Administrator. Project included all of the eProfile and eManager Desktop Self-Service items, eDevelopment, ePerformance, and a union-based step progression. All employees and managers use the self-service applications for all HR transactions, eliminating reliance on a central HR transaction center.
- Assisted with the “Fit Gap” process and client education on PeopleSoft 8.0 enhancements.
- Created detailed business requirements and developed functional and

technical specifications.

- Created several tools to aid with data integrity validation between PeopleSoft and the 9 different legacy systems.
- Assisted the functional HRIS department with post go-live production support.
- Company had approximately 40,000 employees.

Medical Services Company
December 2001

- This was a 2-week assignment to assist client by completing an audit of payroll balances prior to the end of the year and creating W-2's for approximately 20,000 employees and contractors. Delivered the programs and services in time for year-end processing.
- Created custom 1099-MISC process from HR to fit with the delivered W2 process.

Insurance Company
December 1999 - December 2001

- Led the implementation team on a PeopleSoft 7.5 implementation involving Payroll and Benefits Administration. Payroll was for North America and Canada. In addition, data was converted from over 30 different countries and currency codes. There were approximately 90,000 employees.
- Conducted training for HRMS users from around the world.
- Assisted with documenting the "Fit Gap" process.
- Created detailed business requirements and technical specifications.
- Created custom profile reports used to validate data between the systems.

Defense Contractor
May 1999 - November 1999

- Assisted with mid-year conversion and parallel testing for 15 companies and approximately 45,000 employees.
- Created custom SQR audits for validating earning, deduction and tax balances for referential integrity within PeopleSoft.
- Created various PS Query and Crystal reports.
- Assisted in mapping and defining the new functionality delivered in PeopleSoft 7.5 to include HR functions, Payroll, Base Benefits and Benefits Administration.
- Assisted in creating the upgrade project plan for version 7.5.

Professional Services
November 1997 - April 1999

- Served as the co-project manager for the custom Pay/Bill process to link PS HR and Payroll to the PS Financials system. The custom development consisted of approximately 200 new panels, 150 new records, 75 new reports and 35 new interfaces. Project also included the implementation of

delivered PeopleSoft version 7.01 Accounts Receivable, Billing, Accounts Payable, General Ledger and all interfaces into and out of PeopleSoft.

- As project manager, responsible for weekly, monthly and quarterly project status reports to sponsors, budget forecasting, resource management, quality control, upgrade planning, testing plans, system architecture, and overall management of the project plan. Project composition consisted of 18 consultants and approximately 10 functional and technical client resources.
- Managed end-of-year processing for approximately 85,000 employees
- Created an automated interface to load garnishment deductions from Payroll into Accounts Payable for payment to the appropriate vendor.

Real Estate Services Company
October 1997 - November 1997

- Implemented the PeopleSoft Financials workflow for Budgets on version 6.x. The implementation included identifying and documenting existing business process flows, company rules, roles of key individuals and routing of information.
- Assisted with technical issues during the Benefits Administration implementation.

Auditing Firm
April 1997 - September 1997
Functional and Technical Project Lead

- Functional and technical project lead for the worldwide development and implementation team on a PeopleSoft v6.0 implementation.
- Reviewed and customized country-specific applications for rollout to all Arthur Andersen locations worldwide.
- Assisted client in customizing SQR programs to comply with security requirements.
- Provided detailed requirements for interfaces to and from the Time & Attendance, third-party benefits and government reporting systems.
- Provided end user training to functional and technical personnel.
- Provided system overview to specified worldwide partners.
- Implemented PeopleSoft workflow utilizing the Lotus Notes forms and email functionality.
- Customized Microsoft Word macros in the recruitment module.

Retail
February 1997 - April 1997

- Served as the technical lead for the payroll team.
- Assisted with implementation planning and support.
- Maintained PeopleSoft application, applied bug fixes, scheduled and applied tax updates.
- Assisted with data mapping and migration from Legacy system into PeopleSoft.

- Assisted client with custom SQL and COBOL modifications.
- Provided end user training to functional and technical personnel.
- Provided detailed requirements for interfaces to and from the time and attendance system, third-party benefits system and government reporting system.

Retail

February 1997 – March 1997

- Created customized SQL conversion programs to format and load earning, deduction and tax balances from the MSA Legacy system into PeopleSoft. Balances were to be converted for approximately 7,000 employees across all states in the U.S.

Federal Reserve

October 1996 – February 1997

- Organized, assisted, and provided training on upgrade from PeopleSoft 5.01 to release 5.12.
- Provided Payroll production support.
- Managed end-of-year processing of W-2's for approximately 2,000 employees.
- Modified the W2 print program to meet client specifications.
- Created custom interface for benefits carrier reporting.

Waste Management Company

May 1996 – October 1996

- Implemented the PeopleSoft payroll interface, Human Resources, Position Management, workflow, Health & Safety, Training Administration and Base Benefits modules.
- Planned the PeopleSoft upgrade from version 5.01 to 5.12.
- Developed production SQLs for Payroll Interface.
- Managed data migration from ADP to PeopleSoft.
- Conducted training on all of the PeopleSoft modules.
- Developed custom management views of PeopleSoft personnel data.
- Developed, coded and converted three years of personnel and payroll history from two different Legacy systems into PeopleSoft.
- Created custom process to handle a two-way feed from ADP in order to store earnings balances in PeopleSoft.
- Created custom application and two-way interface to track psychological pre-employment testing.

Health Care Provider

October 1991 – May 1996

- Maintained PeopleSoft application, applied bug fixes, scheduled and applied tax updates, installed and maintained the PeopleSoft Lotus Notes Forum database.
- Managed data migration from the mainframe system to PeopleSoft utilizing the PeopleSoft Import Utility.

- Conducted end user training to include PeopleTools, PS/Query, Crystal Reporting and on-line data entry commands.
- Produced W2 statements on PeopleSoft.
- Administered security for seven companies and approximately 50 users.
- Organized the upgrade from 4.02 to 5.1 and developed customized SQR reports to support the implementation team.
- As a Compensation & HRIS Manager, created compensation plans, implemented and delivered classes on pay, performance management, and FLSA legal requirements, evaluated job descriptions for compliance with the American with Disabilities Act and Joint Commission on Accreditation of Healthcare Organizations, installed a point factor system of seven different criteria for job evaluations, and created a custom database for tracking salary survey information for 1200 jobs. Also performed as the primary interface between Information Systems, Human Resources and Payroll departments.

Doug Harper Consulting, Inc

Reviewer Notes:

Doug Harper Consulting, Inc