

Rishabh Vishwakarma

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Summary

Certified Successfactors (Employee Central Core and Learning) consultant with a background in problem-solving and customer service. Looking to utilize my skills to help businesses succeed. Possess strong communication and organizational skills.

Education

GGITS | Jabalpur, MP

M.B.A | 06/2021

Graduated with 70.69%.

TIT Excellence | Bhopal, MP

B.E | 06/2016

Graduated with 75.9%.

Kendriya Vidyalaya No. 2 | Bhopal, MP

10+2 Science stream | 06/2012

Graduated with 76%

Kendriya Vidyalaya No. 2 | Bhopal, MP

10 | 06/2010

Graduated with 81.7%

Skills

SuccessFactors, Active Certification for SF Learning, Active Certification for SF Employee Central, BizX, Microsoft Office, Incident Management, Provisioning, Reports, Connectors, Classes, Items, Curricula, Surveys, Programs, Security Domain and Groups, MDF, RBP, Workflow, Foundation objects, Pivot Tables, vlookup, Picklist, Associations, Employee Profile

Experience

TCSL | Pune, MH

Technical Consultant for SuccessFactors Learning Management | 12/2023 - Present

- Identifying and resolving SF LMS related incidents.
- Coordinating with vendor teams on LMS content management and performing required tests.
- Configuring plateau reports.
- Provisioning employees data through Bizx.
- Managing employee data feed to LMS from BizX.
- Managing classes, libraries, programs and curricula.
- Assisting teams to support user-end system issues w.r.t SF LMS.
- Configuring, supporting and enhancing SF components spanning LMS functions to meet client needs.
- Fair knowledge on scheduling import/export jobs under provisioning portal.
- Solving issues with end-to-end data (content/users/catalogue) flow.

TCSL | Pune, MH

SuccessFactors Consultant | 10/2022 - 10/2023

- Configured employee profile portlets
- Configured roles, permissions and groups (static and dynamic) through RBP's
- Created and managed picklist
- Configured email notification
- Configured (created and managed) MDF objects
- Configured associations
- Worked on position management
- Configured workflows
- Created and managed standard elements, background elements, HRIS elements.
- Optimised provisioning system to schedule and manage jobs

- Fair knowledge on data migration to upload employee and foundation data
- Fair knowledge on provisioning system
- Coordinated and interacted with business users and the technical team to gather functional requirements and design.
- Preparation and execution of test cases.
- Involved in functional and user acceptance testing.
- Ensuring effective use of the system.
- Maintaining detailed documentation of issues and solutions.
- To make necessary configurations within the SF environment to meet requirements.

TCSL | Pune, MH

Lead Resource Manager | 07/2021 - 07/2022

- Achieving KPI's (Utilization with and without trainees, Unallocated count, reduction in Business associates fulfilment, WON growth, attrition, Junior-Senior Ratio, Senior-Junior ratio)
- Supporting business and collaborating with leaders on critical requirements and addressing issues on priority, if any.
- Monitoring and managing resource utilization, conflicts, workload and all other PL responsibilities
- Planning workforce fulfillment, executing and achieving the same
- Maintaining operational forecast to WFP
- Analysing staffing plan and ensuring customers to be staffed appropriately
- Driving calls compiling data and sending details to higher management on timely basis
- Achieving and analysing monthly targets and performance
- Preparing quarterly work force projections, demand projections for trainees

TCSL | Pune, MH

Quality Assurance Analyst | 02/2017 - 06/2019

- Certified ISTQB Quality Assurance Tester
- Produced detailed test stage plans, developed and maintained test cases
- Communicated test progress, test results, and other relevant information to project stakeholders and management
- Worked with on-shore teams as part of our matrix team structure
- Participated in daily stand ups and meetings as needed
- Executed test cases, documented results, updated progress, and tracked bugs

Certification

SAP Certified Associate - Implementation Consultant - SAP SuccessFactors Employee Central Core

https://www.credly.com/badges/20546956-0a87-499f-a0fd-cad35b22fc6b/public_url

SAP Certified Associate - Implementation Consultant - SAP SuccessFactors Learning

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