
Richard Niver
HRIS Shared Services Manager and Consultant

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Profile

Accomplished and well respected hands-on operations manager with an emphasis on building and directing HRIS internal corporate IT production capabilities, focused on technical excellence and customer service.

Strong management, technical, and functional skills demonstrated in deliverable solutions to leading US and international organizations including **eBay, PeopleSoft, Sybase, Logitech, Fujitsu, Unilever, Johnson & Johnson, PMI, Kaiser Permanente, Avaya, the State of Hawaii, and Skandinaviska Enskilda Banken**. International client-facing market disciplines include shared services development, professional services, healthcare, insurance, government, banking, manufacturing, distribution, retail, telecommunications, oil and gas, and education.

Software deployments and solutions include HR, benefits, payroll, case management, financials, project and fund accounting, billing, budgeting, workflow, and multiple custom applications.

Key Leadership Strengths

- IT Strategy and Operations
- ERP Business Applications
- Systems Integration
- Application Infrastructure
- Systems Architecture
- Software Implementation
- Service Delivery
- Client Account Management

Professional Experience

eBay – San Jose, CA

02/10 – 09/10

Internet Commerce

HR Systems Consultant, Global HR Transformation

eBay Inc. connects hundreds of millions of people around the world every day providing the Internet platforms of choice for global commerce, payments, and communications.

- Established detailed business requirements for a **Global Human Resources Shared Service** to eliminate redundancy, streamline processes, and create a scalable HR Services model that can accommodate long-term growth of the company
- Implementation of Regional HR Shared Service Centers in North America, Europe, and Asia Pacific included technical infrastructure for handling call flow and routing, IVR/PBX/telephony, agent role definitions, case management workflow, employee records document management, knowledge base management, service catalog, and employee self-service through portal access and web form inquiry capabilities
- Worked with North American, European, and Asian business leaders and technology team to map functional needs to product functionality, design User Interfaces (UI), develop a full set of use cases and test cases, and conduct the North American User Acceptance Testing (UAT)

Kaiser Permanente – Alameda, CA

08/09 – 12/09

Healthcare provider

HRIS Consultant, Business Support Operations

Developed integrated business analyses for strategic IT decision-making and process improvement

- Developed plans to implement specific Hewitt recommendations for cost savings and service improvement
- Presented recommendations for 2010 Labor Bargaining to simplify union benefit administration
- Designed and implemented new standardized case management processes for Worker Absence Management (WAM) to create a positive and consistent employee experience
- Enhanced tools and processes to provide more timely and accurate information

Fujitsu America – Sunnyvale, CA**07/05 - 04/09****Multinational electronics manufacturer and IT services provider**

The Fujitsu America HRIS Shared Services hosts, maintains, and operates a shared PeopleSoft environment for 14 Fujitsu North American companies with an approximate total of 9,600 employees across the US, Canada, India, the UK and Australia.

Manager, HRIS Shared Services

- Key contributing leader with multiple HR business and operations partners, payroll services, benefits, financial departments, IT support groups, C-level executives, hardware vendors, and software vendors streamlining processes, improving information sharing, and meeting corporate business objectives
- Tripled the number of employees supported by Fujitsu America's HRIS services, consolidating the North American HRMS systems and adding an additional \$1MM in annual revenue
- Developed Service Level Agreements and pricing models for Shared Services standardizing service offerings, improving operational efficiency, and bringing revenue in line with costs
- Added PeopleSoft Benefits Administration, Competencies, Leave Accrual, Training Administration, and basic Workflow to the HRIS service offerings expanding the client base while generating an additional \$78,500 in monthly revenue
- Implemented interfaces to Payroll, Benefits, Performance Management, Project Resource Management, and multiple Financial systems to support the needs of each affiliate organization
- Upgraded the HRIS infrastructure to include server virtualization and shared SAN resources, in addition to architecting the Disaster Recovery and Business Continuity plan.
- Worked with Fujitsu IT and Security teams to bring systems and procedures into SOX and JSOX compliance over a nine month period

ARINSO International – Brussels, Belgium**08/03 - 07/05****Multinational consulting firm specializing in HRMS**

Reporting directly to the Vice President US Operations, PeopleSoft Practice and participated in the establishment and development of a PeopleSoft Consulting practice in the United States for ARINSO

Senior Manager, US PeopleSoft Practice

- Managed seven Senior Consultants implementing, upgrading, and customizing PeopleSoft HRMS systems
- Sales support and account manager for key ARINSO clients such as Vitas, Logitech, Fujitsu, and Kerr McGee
- Participated in staff recruitment, project staffing assignments, and training plan development
- Developed standard methodologies, documents, templates, and knowledge base for consultants

Technical Consultant for ARINSO clients:

- Logitech, Inc., electronics and computer peripherals supplier
 - Updates to HR, Base Benefits, Time and Labor, Payroll Interface, and Global Payroll
- Vitas Healthcare Inc., national hospice organization
 - HR system upgrade, legacy data migration, and implementing new HR functionality & workflow
- Unilever, global consumer goods organization
 - Customized manager self-service compensation planning and delivery module

CDG, Inc.**08/02 – 08/03****Consulting firm specializing in HRMS****Senior Consultant, The Dial Corporation**

- Technical and functional lead for HRMS implementation including PeopleSoft Base Benefits, Variable Compensation, Salary & Succession Planning, and Administer Training modules.

PeopleSoft, Inc. – Pleasanton, CA**09/01 – 08/02****ERP Software Provider****Senior Application Developer**

- Supported development of PeopleSoft's General Ledger and Payables software product releases
- Analyzed and corrected software issues in production release software & upgrade processes
- Developed and packaged patches and fixes for distribution via PeopleSoft Customer Connection
- Wrote PeopleCode, Application Engine, SQR, SQL, and DMS code for distribution to UNIX, Windows, OS/390, Oracle DBMS, Microsoft SQL Server, and DB2 platforms.

Cedar (formerly The Hunter Group) - Baltimore, MD
Consulting firm specializing in PeopleSoft implementations
PeopleSoft CRM Practice Lead

03/01 – 07/01

- Developed a professional services PeopleSoft 8 CRM practice delivery capability
- Developed CRM service offerings including strategy workshop, vendor evaluation, and ROI calculator

Annuncio Software, Inc. - Mountain View, CA
E-Marketing and e-CRM software and service provider
Project Manager and Senior Technical Consultant

10/99 – 01/01

- Customer Implementations
 - Pre-sales sizing, configuration, integration, implementation scoping, and account management
 - Customer support including installation, configuration, and custom interfaces
- Professional Services Group internal projects
 - Developed internal and external technical and procedural documentation
 - Worked with Product Marketing, Sales, and the Professional Services Group to develop data integration service offerings

The Hunter Group, Inc. - San Francisco, CA 03/97 – 10/99
Consulting firm specializing in PeopleSoft implementations
Project Manager

- Implementation of PeopleSoft HRMS for the State of Hawaii Department of Human Resources and Development (DHRD)
- Coordinated deployment of new custom software to provide functionality in the areas of Position Control, Recruitment, Workman's Compensation, and Pay Management

Senior Technical Consultant

- Implementation of PeopleSoft procurement module at Palomar Community College
- Technical lead in a PeopleSoft Y2K remediation project for PMI
- Technical lead for PeopleSoft Payroll implementation for Security Capital Group.

Flexi International Software, Inc. - Oakland, CA
ERP software and services provider
Technical Consultant

03/96 – 03/97

- Implemented Flexi Financials client/server accounting software for US and European businesses including investment, manufacturing, banking, consulting, insurance, and non-profit organizations.
- Assisted customers in defining and setting up business rules including account structures, currency rules, and multiple company consolidations.
- Participated in the knowledge transfer process, educating customers in the functional operation and use.
- Performed technical services including the installation and configuration of Microsoft NT Server and SQL Server, establishing client/server network protocol.
- Created SQL Server databases, designed and implemented custom interfaces, and created custom software to support legacy data conversion efforts.

Education

- Liberal Arts
Florida State University, Tallahassee, FL

Additional Technical Courses

- PMP Certification preparation Diablo Valley College
- PeopleSoft Ben Admin, HR and Base Benefits..... PeopleSoft Education Services
- PeopleSoft General Ledger PeopleSoft University
- PeopleTools I and II, PeopleCode, SQR PeopleSoft University
- Unix System Administration UC Berkeley Extension
- Oracle DBMS UC Berkeley Extension
- Local Area Networks..... UC Berkeley Extension