

MUSTAFA AMER, CAPM, ITIL V3, CSPO

HUMAN CAPITAL MANAGEMENT (HCM) CONSULTANT

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PROFILE

A **bilingual** (English, French) Oracle HCM Cloud Consultant with **4+ years HR project management, business analysis and process re-engineering** experience partnering with clients to transform their HR organizations and practices. Proven ability to **lead, mentor and delegate tasks to teams of 5+ members**. Solid functional and technical (including data conversion) understanding of major HCM cloud solutions, including Oracle HCM Cloud and SAP SuccessFactors. Advanced knowledge of tools such as MS Excel, MS PowerPoint used to analyze, transform and present analyses to drive decision-making. An amiable personality coupled with excellent communications skills used to clearly articulate ideas and influence executive-level decision makers.

Take a look at my personal website and get to know a little about my philosophy: <http://tinyurl.com/tpofma>

TECHNICAL SKILLS

SuccessFactors (Employee Central, Workforce Analytics, Recruiting Management), SAP (BusinessIntelligence Web Intelligence 4.1, Lumira, BW 7.4), Tableau, MS Excel (PivotTable, VLOOKUP, etc.), MS Word, MS PowerPoint, MS Project, MS SharePoint, MS Visio, MS Project, MS Query, Prezi, Snagit, HP Quality Center), RetailLink

PROFESSIONAL EXPERIENCE

Oracle HCM Cloud Consultant

October 2016 – Present

Deloitte Canada Inc., Toronto, ON

Providing Oracle HCM Cloud functional and technical expertise to some of the world's largest organizations, helping them fuse technology and HR best practices to help envision and create their future HR organizations.

Notable Projects:

Payroll Analyst/Consultant for an International Consumer Packaged Goods (CPG) Manufacturer

- Configured payroll elements for testing based on design documents and performed unit testing to ensure functionality of configurations
- Created 6+ specification documents to capture the detailed technical and functions requirements for interfaces, custom reporting, and custom applications including use of documented revision control
- Created, monitored and drove the resolution and troubleshooting of issues for Oracle Service Requests with Oracle Support team
- Managed the offshore development of 3 third-party payroll interfaces and performed testing in multiple environments prior to securing client sign-off/approval
- Conducted client payroll team training for 6+ attendees on end-to-end payroll process and tasks and supported team post-Go-Live with daily payroll activities

Business Transformation Consultant, SAP SuccessFactors

May 2014 – October 2016

IBM Canada Ltd., Markham, ON

Contributed to top-tier clients by helping them integrate strategy, process, technology and information to increase effectiveness, reduce costs and improve profit and shareholder value.

Notable Projects:

SuccessFactors Consultant for a Canadian Public Transport Agency

- Created a status reporting tool which was adopted and implemented by the program manager for all deliverables updates for the entire SAP and SuccessFactors program
- Led client workbook and blueprinting sessions alongside the Employee Central lead to gather functional and technical business requirements by analyzing as-is versus to-be processes
- Collaborated with senior client HR stakeholders and SMEs to build 16 process design documents outlining key requirements, risks, gaps, processes, and laws and regulations pertinent to the system's implementation and adoption; leveraged advanced knowledge of MS Visio to perform process reengineering and maintain process flow diagrams for client HR business processes

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Data Conversion Specialist and SuccessFactors Consultant for an International Pulp and Papers Manufacturer

- Achieved employee data upload success and accuracy to 99.98% (100 unexplainable failures of 7,800 total employee data records) following Go-Live of SuccessFactors Employee Central system
- Performed extracts from LMS and HR legacy systems using Microsoft Query, transformed data based on system requirements and loaded transformed data into testing and production environments, respectively
- Assisted in user acceptance testing (UAT) to gain approval from over 40 senior stakeholders
- Created high-quality process documents for extraction, transformation and loading (ETL) procedures for other SuccessFactors consultants, data conversion specialists and client team members, respectively

Junior Project Manager for a Multinational Pharmaceutical Company

- Created, maintained and owned a 2,500-line MS Project delivery plan alongside the Canadian delivery lead and proactively resolved timeline conflicts through strong communication with client and IBM team members
- Mitigated risks and issues for the Canadian deployment by creating and implementing a risk and issues log built using highly-formatted MS Excel reporting and advanced metrics; provided weekly status updates to the PMO and client teams, respectively

Functional Consultant for a Canadian Provincial School Board

- Created SAP BusinessObjects training materials (Web Intelligence, Analysis for OLAP, Analysis for MS Excel) and delivered Plant Maintenance, HR and Finance end-user training with the Business Intelligence team for 20+ attendees; received an average of 4.8/5 on feedback ratings from participants based on clarity and quality of training materials, content delivery and overall knowledge demonstrated for tools and systems
- Performed unit testing for user accounts in development, QA and production environments, respectively

Junior Project Manager for a Multinational Metals and Mining Company

- Monitored and managed project resources and budgetary allocations for a project phase valued over \$30M alongside the project manager; tracked and analyzed KPIs and provided regular updates to Project Manager
- Discovered \$50K in additional revenue generation opportunities for the PMO team by analyzing change request requirements in accordance to SLAs and identifying discrepancies in deliverables
- Gathered functional and technical requirements and created a knowledge transfer schedule for 150+ sessions over a six-week period which was delivered to a third party for post-Go-Live support
- Created complex spreadsheets to analyze, monitor and control open issues and defects throughout implementation and drove defect resolution by working with client and IBM subject matter experts

Accelerated Learning Associate

July 2012 – 2013

Walmart Canada Corp., Mississauga, ON

Selected as 1 of 500 applicants across Canada for this graduate leadership rotational program. Rotations included: Store Operations; Merchandising; Finance; Marketing; Logistics; Replenishment and Pricing.

- Led a team of 10 to create and execute a marketing campaign reaching 100K+ consumers; raised \$230K+ in funding and gained support from middle management and C-level executives
- Identified a gap in store operations across all 380+ stores and led a process improvement initiative to revamp a store communications tool, resulting in a 20% increase in accuracy of modular/floor plan execution over a 1-month period
- Optimized purchasing for the Women's Apparel SBU by collaborating with 7 category/senior category managers by performing competitive research, trend, inventory and pricing analyses, respectively
- Streamlined reporting for all 8 categories in the Homelines SBU by facilitating working sessions to better understand reporting requirements and desired functionality, leading to the implementation of an advanced reporting and aggregation tool built using advanced formulas in MS Excel; engaged in change management and conducted user acceptance testing (UAT), resulting in 100% user acceptance

CERTIFICATIONS

Certified Scrum Product Owner (CSPO)®

August 2016 – 2018

Scrum Alliance, Inc., Certificant ID: 000558984

SAP® Certified Application Associate – SuccessFactors Recruiting Management SAP SuccessFactors, License: s0012115446	July 2016
SAP® Certified Application Associate – SuccessFactors Workforce Analytics & Planning SAP SuccessFactors, License: s0012115446	March 2015
SAP® Certified Application Associate – SAP BusinessObjects Web Intelligence 4.0 SAP America, Inc., License: s0012115446	August 2014
Certified ITIL® Foundation Certificate in IT Service Management EXIN, License: 5022736.20263864	April 2014
Certified Associate in Project Management (CAPM)® Project Management Institute, Inc., License: 1693928	January 2014 – 2019

EDUCATION

Bachelor of Commerce (BComm), Global Management Strategy Ryerson University, Toronto, ON	2008 – 2012
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