

PRODUCT SPECIALIST

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Company: Coforge

Location: United Kingdom

Category: other-general

Job Description

Workday HCM Consultant. • Provide expert level post production support services for HR team including issue resolution and enhancements in Workday HCM, Recruitment, Absence, Time tracking, Learning, Talent Management and Payroll modules. • Utilise your deep knowledge to configure these modules and ensure they align with HR requirements. • Collaborate closely with client's HR team to understand their unique needs, resolve support requests, and participate in strategic road mapping services to enhance workday experience. • Should be able develop and support projects by providing customised documentation, functional specification, technical specification wherever possible, test cases, knowledge transfer documentation and user training documents. • Understanding of ITIL framework & SLA's with particular emphasis on ChangeReleaseProblem & Incident Management). • Should have experience dealing with all levels of priority based tickets coupled with a strong understanding of SLA processes and escalation processes therein. • 24X7 service mindset. Getting the Business back in business, whatever it takes • Open to short travels inside UK/ EU on assignment, if required. • Must have strong interpersonal skills and be able to deal with any client escalations.

Posted On

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Department

UK Europe

Posted On UK Europe Open Positions

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Posted On 31-Dec- Skills Required

CS-CASE MANAGEMENT

Posted On CS-CASE MANAGEMENT Location

Riverside House, Southwark Bridge Road, London

Posted On Riverside House, Southwark Bridge Road, London Years Of Exp

8.0 to 12.5 Years

Posted On 8.0 to 12.5 Years Posted On 19-Mar-

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