

Jaiden Klein

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SUMMARY

Senior IT analyst with eight years supporting enterprise HR technology across healthcare and **higher education** environments. Four years of hands on **SAP SuccessFactors** Recruiting and Onboarding administration includes **requisition templates**, workflows, onboarding processes, release testing, reporting, integrations, and production support. Translates HR and Payroll needs into practical system changes, then coordinates requirements, **configuration**, validation, stakeholder approval, and deployment across concurrent initiatives. Experience connects SuccessFactors with SAP HR and Payroll, HireRight, and API based services while resolving data flow issues and protecting hiring timelines. Builds operational reports that clarify recruiting activity, onboarding status, exceptions, and process performance. Collaborative work with administrative, technical, functional, recruiting, Payroll, and IT teams supports reliable HRIS operations and better user experiences.

EXPERIENCE

Senior HRIS Analyst

July 2023 - Present

Piedmont Health Technology Group

Charlotte, NC

Owns functional SuccessFactors support for a multi site healthcare workforce, leading configuration, integrations, reporting, testing, and concurrent enhancements that protect reliable recruiting and onboarding operations.

- Translated recruiter needs into SuccessFactors configurations supporting clinical and administrative hiring programs.
- Configured requisition templates and approval **workflows**, reducing manual routing during high volume hiring cycles.
- Coordinated release testing with **HR** and technical teams, confirming production readiness before scheduled updates.
- Resolved SuccessFactors, **SAP HR** and **Payroll**, HireRight, and API data flow issues before hiring deadlines.
- Delivered **recruiting** reports that clarified pipeline status, **onboarding** progress, and operational exceptions for leaders.
- Led concurrent enhancements from requirements discovery through stakeholder approval, deployment, and ongoing support.

HR Systems Business Analyst

March 2021 - June 2023

Carolina Academic Systems Collaborative

Chapel Hill, NC

Supported enterprise HRIS services across university and affiliated healthcare operations, connecting **business analysis**, SuccessFactors administration, integration validation, reporting, and phased organizational expansion.

- Administered SuccessFactors Recruiting and **Onboarding** configurations under governance for varied business units.
- Converted HR, **Payroll**, **recruiting**, IT, and department needs into functional specifications and acceptance criteria.
- Validated SuccessFactors connections with screening and **SAP** services, tracing discrepancies across source systems.
- Produced recurring **reports** that gave functional teams clearer visibility into requisition and onboarding activity.
- Mapped approved processes for new organizational groups, preparing tests and guiding users through transition.
- Supported employee data and downstream Payroll processes through structured issue analysis and stakeholder coordination.

IT Business Analyst

June 2018 - February 2021

Crescent Enterprise Services

Raleigh, NC

Supported HR and shared services applications through process analysis, operational reporting, testing, incident triage, and integration documentation, building a strong foundation in enterprise systems.

- Mapped HR and **Payroll** workflows with business users, clarifying ownership and reducing manual handoffs.
- Created SQL assisted operational reports, validating source data before recurring distribution to functional teams.
- Executed regression and user acceptance testing for **upgrades**, documenting defects and coordinating developer retests.
- Triageed application incidents across competing priorities, identifying **configuration** and data issues for resolution.
- Documented API and file based field mappings, validating test records with downstream system owners.
- Maintained resolution records that helped teams recognize recurring support patterns and improve production response.

PROJECTS

Enterprise Recruiting Integration Stabilization 📅 2024

Improved SuccessFactors connections with SAP HR and Payroll, HireRight, and API based services through field mapping, defect analysis, coordinated validation, and production readiness reviews.

Academic Healthcare Onboarding Expansion 📅 2022

Supported phased expansion of onboarding processes across university and healthcare groups through requirements mapping, configuration, testing, reporting, and user transition guidance.

LEADERSHIP & AWARDS

- Recognized by HR operations leaders for dependable SuccessFactors support during complex hiring initiatives.
- Selected to coordinate release testing across administrative, technical, recruiting, and Payroll stakeholders.
- Trusted with concurrent HRIS enhancements requiring careful requirements analysis and production readiness decisions.

EDUCATION

Bachelor's Degree in Information Systems
University of North Carolina at Greensboro GPA: 3.5
Coursework: Business analysis, database management, systems analysis, enterprise applications

2018
Greensboro, NC

CERTIFICATIONS

- SAP SuccessFactors Recruiting Recruiter Experience Academy Training 📅 2024
- SAP SuccessFactors Onboarding Academy Training 📅 2023

TECHNICAL SKILLS

- **SAP SuccessFactors:** Recruiting, Onboarding, requisition templates
- **SAP HR Systems:** SAP HR, SAP Payroll, employee data
- **Integration Platforms:** HireRight, API integrations, file interfaces
- **Testing Methods:** Release testing, regression testing, user acceptance testing
- **Business Analysis:** Requirements gathering, functional specifications, acceptance criteria
- **Reporting Tools:** Operational reports, recruiting analytics, exception reporting
- **Workflow Configuration:** Approval workflows, onboarding processes, role based changes
- **Project Delivery:** Enhancements, phased expansion, deployment coordination
- **Data Management:** Field mapping, source validation, discrepancy tracing
- **Support Operations:** Incident triage, production support, resolution documentation

SKILLS

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|---------------------------------|----------------------------|---------------------------|---------------------------|
| • SAP SuccessFactors Recruiting | • HireRight | • Requisition templates | • Project coordination |
| • SAP SuccessFactors Onboarding | • API integrations | • Workflow administration | • Reporting and analytics |
| • SAP HR and Payroll | • Business analysis | • Release testing | • Process improvement |
| • HRIS | • Functional configuration | • User acceptance testing | |

PROFESSIONAL AFFILIATIONS

- HR Open Standards community participant, following practical developments in enterprise HR technology.
- Higher education technology peer network contributor, sharing lessons from academic healthcare operations.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST