Lisa Crosby

Quality Assurance National SAP Trainer, SAP COE, eHealth



I live in Dublin and I am Mam to my beautiful daughter Christina and mama to my fur baby George.

What can I say about myself 'Some days, I amaze myself. Other days, I put my keys in the fridge'.

What I do in my job?

I am a trainer with SAP CoE HR/Payroll Training team. We deliver high quality training programmes to HSE SAP end users. As the Payroll Training Lead it is my job to provide the necessary skills & knowledge to HSE Payroll staff using the SAP system. We offer a variety of training programs aimed at achieving specific business goals & our courses are a mix of theory, live demonstrations and plenty of hands on practice on the system. Another important aspect of my job is the continuing upkeep of the SAP CoE Support Hub. It is a central part of the support we provide to our users and is instrumental in the blended learning solution of classroom and online education. It provides SAP HR/Payroll System and SAP Analytics (BI and Bex) users with access to an online library of training content, documents, videos, forms, and supporting documentation

Motivation:

The best part of my job is the satisfaction I get helping employees become more experienced & comfortable doing their jobs. I have over 15 years' experience working on SAP HR/Payroll in a busy payroll environment and I am very fortunate that I can now share my experience & knowledge with SAP/HR Payroll users within the HSE. I also love the opportunity I have in my job to learn & grow myself. I am always striving to come up with creative ideas to improve our courses ,making them fun & enjoyable and beneficial for all who attend

Advice to women thinking of a career in health service:

There is a great sense of community in the HSE. In eHealth, we have many departments & areas jointly working on projects & I have found a feeling of support & partnership with those whom I have worked with. I love the collaboration within my own team in training & the open line of communication between the manager and employees. There are great career opportunities within the HSE and excellent chances regarding professional development if you are prepared to put in the work. Lastly; my advice is to view challenges as opportunities for growth, as each one makes us stronger.



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