

GERALDINE DLIMA

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SUMMARY

Dependable professional with a 10-year track record in business operations spanning US payroll, digital marketing, and UK banking, known for attention to detail and a proactive mindset. Continuously seeks opportunities to enhance processes and workflows for team benefit. Diligent, hardworking, and excels at multitasking in fast-paced environments.

SKILLS

- Multitask
- Leadership
- Payroll Reconciliation
- Problem Solving
- Attention to detail
- Project Management

EXPERIENCE

08/2019 - 08/2023 **Client Service Lead, ADP Pvt Ltd, Hyderabad, India**

- Processed end-to-end payroll for multiple clients, with major clients having up to 3,800 employees, including both biweekly and semi-monthly pay schedules. Promoted within a year to Client Service Lead due to strong client and vendor relationships & outstanding performance. Supervised a team of 12 members, ensuring payroll accuracy & smooth operations.
- Reviewed & analyzed feedback to identify areas of improvement in service quality. Implemented corrective actions when necessary to improve overall product quality.
- Provided timely customer support via email for payroll inquiries and issues. Conducted manual calculations for retroactive pay adjustments and special payments as needed. Efficiently managed multiple tasks, consistently meeting deadlines.
- Maintained quality assurance procedure documentation. Conducted root cause analysis to investigate the source of problems in the production process.
- Assisted in payroll implementation and transitioning clients from obsolete payroll platforms to modern systems. Established procedures for federal, state, and local tax audits for W2, W4, and W9 forms. Collaborated with vendors and client teams on integrating employee benefits into payroll.
- Streamlined processes and prepared coaching and procedural documents for the team. Offered suggestions to leadership on improving client satisfaction and accuracy. Developed and managed an organizational structure to optimize resource allocation and task delegation. Conducted performance evaluations and provided feedback to team members.

10/2016 - 08/2019

Business Operations Specialist, Accenture, Hyderabad, India

- Worked with multiple clients as a business operations specialist during my experience with Accenture.

YouTube:

- Collaborated with the Creator Support and YouTube Policy teams, partnering with creative managers to enhance content creators' channel traffic and analytics.
- Addressed and resolved service requests from YouTube subscribers, as well as community issues and concerns.
- Coached, mentored, and trained new joiners on YouTube policies and guidelines.
- Conducted root cause analysis on customer complaints, identified trends and recommended corrective actions.

Google Pixels:

- This was a pilot process where I was responsible for compiling and summarizing business reports for management. I assisted in developing project plans for new initiatives and process improvements.
- As a subject matter expert (SME), I collaborated with tech development teams to optimize the use of existing technology.
- Additionally, I built and maintained dashboards to provide stakeholders with real-time insights into business operations. Created and maintained detailed records of quality assurance activities.
- Tested functionality, performance and compliance of each product against design specifications to maintain strong development standards and high customer satisfaction.

Microsoft - Database Management System:

- Executed website redesign strategies, enhancing brand consistency, increasing engagement traffic, and reducing web page loading times.
- Provided operational support impacting business unit functions directly. Assisted accounts in meeting business and delivery objectives by efficiently engaging and deploying resources.
- Conducted directive research, identified & gathered data, and prepared standard reports for analysis. Maintained dashboards offering stakeholders real-time insights into business operations.
- Monitored and managed daily business operations, including scheduling, inventory control, and customer relations. Analyzed and interpreted data to identify opportunities for business growth and operational improvements.

04/2013 - 08/2016

UKCC Banking Trainer/Coordinator, HSBC Banking, Hyderabad, India

- Started my career with HSBC as a Customer Service Representative, addressing customer concerns for UK retail banking. Demonstrated exceptional participation in sales and customer engagement banking events.
- Promoted to mentor, train, and coordinate new hires and PIP employees at the UK contact center, conducting learning events tailored to business needs. Evaluated metrics to ensure the team met training KPIs and implemented QA programs that increased customer retention by 62%.

- Coordinated and developed multiple training programs for various trainee batches, achieving a 92% success rate in transitioning from training to operations. Conducted a minimum of two calibrations per month to enhance interactions during training sessions. Maintained thorough documentation of training results and metrics for accurate, timely reporting and record-keeping.

EDUCATION AND TRAINING

04/2013	B.COM, Accounting and Finance <i>St. Francis College</i> , Hyderabad, India
04/2010	Commerce, Economics & Civics <i>St. Pious X College</i> , Hyderabad, India
04/2008	Central Board of Secondary Education <i>St. Michael's High School</i> , Hyderabad, India

CERTIFICATIONS

- Human Resources: Payroll Certification, 2023, LinkedIn
- Certified Associate in Project Management, 2023, LinkedIn
- Essentials of SAP Financials and Basic SQL, 2023, LinkedIn
- Certified YouTube Creator by Accenture Private Ltd

ACCOMPLISHMENTS

- Received "YouTube Superstar" award for Q4 for the year 2017 for meeting all the KPI for that quarter.
- Recognized as the "Vigilant Star" for the year 2014 for detecting and ceasing fraud of £3800, notifying the customer and safeguarding their bank account.
- Won "Mentor/Coordinator for Q1" for the year 2016 for 100% transition from training to operations.
- Awarded the "Best Team Player" for the month February 2023, for accurate payroll processing, resolving the missing files crisis and accommodating last minute payroll client requests.

LANGUAGES

- English
- Hindi
- Telugu

LINKEDIN PROFILE

- <https://www.linkedin.com/in/geraldinedlima/>