Mobile: Email: +91 9923778638 jackcugan@gmail.com

## **Personal Summary**

To pursue a career in a highly competitive and challenging environment and deliver my best & apply my skills with utmost dedication and determination and continue to be a learner throughout the career.

## **Career History**

ADP India Pvt Ltd

(July 2018 - Present)

#### **Key Deliverables:**

Processing payroll for large organizations and complex clients in Netherlands and ensuring statutory regulations and payments to third parties, regulatory and taxing bodies are compliant with regional laws.

Independently completing records management processes, prepare payroll accounting documents and develop reports for senior management, including liaising with outside tax representatives, controllers and country or regional accounting for guidance.

Auditing the payroll processed by team and initiate training projects to bridge the gap, conducting refresher sessions for team members to ensure NPS is maintained throughout client lifecycle. Responsible for regulatory tax research on payroll tax compliance and best practices, and improved, efficient tactics for handling complex transactions.

Analyze, prepare and maintain query logs and quality reports for the team – Monthly, Quarterly, Half-yearly and yearly.

Independently providing recommendations to Management teams on complex matters related to payroll in terms of quality improvement, process standardization and query reduction.

Implementing changes in benefits and compensation into regional payroll systems and adapt to changes with laws of countries in assigned region.

SPOC for the team with regards to communication with front office for any matter requiring urgent attention, conduct monthly team meetings with team in Front Office team in Netherlands to discuss the performance of current month and plan for next month.

Assisting UK team as a part of Cross Utilisation process.

Processed payroll in India as well as multiple countries and time zones.

Manage workflow to ensure all payroll transactions are processed accurately and timely



### UPS Logistics Pvt. Ltd - India

Administrative Assistant = www.UPS.com

May 2012 - Aug 2017

Handling Billing Cycle for UNITED STATES Countries

#### Responsibilities:

- Reporting& Maintaining Data= Maintaining various reports for different countries in Europe.
- Analysis = Analyzing reports of EU countries on Daily, Weekly & Monthly basis.
- Billing & Invoicing= Billing and generating invoice for the countries on different Bill Types.
- Applying Incentives= Calculating different types of Discounts, Incentives, VAT charges, Freight charges, Duties & Taxes depending upon countries & customer.
- Auditing = Auditing various reports received from the Onshore countries & resolving discrepancies if any found in the report.
- Assisting Management Team= Maintaining and providing data as and when required to management team and mentoring/training new agents.
- Inbound Calls= Handling calls for Discounts, Incentives, VAT charges, Freight charges, Duties & Taxes.
- Outbound Calls= Calling up for escalation of the customer regarding the details of the customers.

### WNS Global Services Pvt. Ltd - India

Sr. Customer Service Assistant

October 2009 - May 2012

Worked for Aviva Life Insurance, Mainly working on maintenance of insurance policies. (Semi Voice)

#### Responsibilities:

- Scanning = Verification of client's documents.
- Documentation = Ensured that the documentation was accurately processed and released to forwarders in a timely manner.
- Indexing & Logging = Setting Up Premiums to these Policies (Motor Insurance / Property / Business - Commercial / Self - Employed & Marine Engineering Policies).
- Attending Calls = Following up the Policy Holders for any missing information.
- Clearing Payments = P/H's PAYMENTS (Cheques D.D. & T.T. Payments).
- Inbound Calls= Handling calls for members for renewal of new business and pre-renewal data
- **Training New Joiners** = Trained new joiners to understand the process and the system, which helps them to work smoothly towards the targets.

# **Computer Skills**

• MS-CIT, MS - OFFICE & Diploma in Computer Operations.

### **Academic**

Qualification	College	University/Board	Year of Passing
B.COM	ST.VINCENT'S NIGHT	University of Pune	2009



	COLL		
H.S.C. ARTS	ST.VINCENT'S NIGHT COLL	University of Pune	2005
S.S.C.	B.T.SHAHANI	MAHARASHTRA BOARD	2003

## **Personal Information**

Name: Jackie Harjani

Father's Name: Laxmandas Harjani

Mother's Name: Nirmala Harjani

D.O.B: 8<sup>th</sup> Feb 1986

Gender: Male

Nationality: Indian

Religion: SINDHI

Passport No: L2527122

Marital Status: Married

Phone Number: (Mob) +919923778638

Email ID: jackcugan@gmail.com

Date:

Place: Pune Maharashtra (India).

(Jackie Harjani)

