

PAVAN.N. KULKARNI

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Seeking role in Process Management – Payroll with a growth-oriented organization of high repute

OVERVIEW

- Qualified B.com **with over 9.7 years of experience in UK Payroll Process Management, Client Servicing and Team Management.**
- Presently associated with **Neeyamo Enterprise Solutions Pune as a Team Lead and currently handling UK Payroll**
- Holds **Foundation Degree in Payroll Management, IPP Practitioner Certificate in Payroll (UK).**
- Solid and dependable experience in varying capacities of claims and Payroll Management
- Creative and articulate leader dedicated to risk reduction through the constant review and improvement of safety management systems and claims handling processes.
- Reliable persistence in collaborating with multiple departments to execute prompt and thorough claims investigations leading to timely and cost-effective resolution.
- Proven ability to manage professional relationships in a fast-paced, multicultural environment.

CORE COMPETENCIES

► Liability Exposure Evaluation ► General & Professional Liability ► Safety & Prevention
► Risk Reduction ► Investigation & Root Cause Analysis ► Timely Incident Response ►
Quality Assurance

➤ Management in Oracle Software ► Process Transition/Enhancement

AWARDS & ACCOMPLISHMENT

- An appreciation letter from CEO for serving as a most effective Shift Anchor and delivering work within the SLA in 2011
- GEM (Going Extra Mile) Award for Mar'13; successfully identified 1000 employees for getting underpaid confirmed with clients and corrections done.
- PAT on the back Award for Mar'11, actively involved in quality checking and query resolutions.
- PAT on the back Award for Nov'11-Dec'11, involved in work allocation, travel uploading and imparted updates training and floor support for the team.

- Completed Successful internal transitions for 77 Accounts

PROFESSIONAL EXPERIENCE

Since Jul '22 till date Neeyamo Enterprise Solutions

Team Lead

Key Assignments Handled:

- Managing End-to-End Out-Source UK Payroll, Statutory Compliance.
- Responsible for smooth functioning of the Projects.
- Assigned with new Projects, wherein had to look after Development, Implementation and System Configurations as per Client requirement.
- Ensuring all payroll outputs along with post payroll reports to be delivered with clients as per agreed SLA.
- Ensuring Statutory deductions are remitted to authorities on time.
- Responsible for handling employee and client queries.
- Schedule Monthly and Weekly Service Review Calls with clients.
- Preparing Monthly Performance Reports.
- Managing & monitoring the performance of team members to ensure meeting individual & group targets.
- Overseeing End-to-End Out-Source Global Payroll, Statutory Compliance.
- Taking 1-2-1 with team members and providing constructive feedback
- Overseeing the monthly performance matrix of the team
- Overseeing at transition and development of the new clients.

PROFESSIONAL EXPERIENCE

Since May'18 till Jun2022 Cross Country Infotech Pvt Ltd

SME

Key Assignments Handled:

Title : BRANCH OPERATIONS Role

: The project executed with the following responsibilities:

- Ensuring all payroll outputs along with post payroll reports to be delivered with clients as per agreed SLA.
- Ensuring all quality standards are meet as per the SLA.
- Connecting with client on service call daily or weekly basis getting business update and cascading the same to the Associates

- Ensuring Statutory deductions are remitted to authorities on time.
- Setting up the profile for Doctors / Nursys/ Locum
- Validating and capturing the Time sheet and Payroll processing for health care professional (Weekly/ Biweekly time sheet)
- Updating the Payroll register and sending for the Approval
- Overseeing the under payment and overpayment of the health care professional
- Running the Supplementary pay run for the under paid and overpaid for professional
- Performing Management audits before the final phase
- Preparing weekly Quality report and sharing with the stakeholders
- Delivering training on the new process and update
- Conducting Quarterly PKT as per the new update
- Contributed towards process improvement ideas
- Providing floor support to the Associates
- Training the onboard associates
- Work Allocation on daily basis
- Sending BACS confirmation once the input and Audits are completed
- Ensuring all the SOPs are updated and approved from the process owner
- Managing End-to-End Out-Source Global Payroll, Statutory Compliance.
- Responsible for smooth functioning of the Projects.
- Assigned with new Projects, wherein had to look after Development, Implementation and System Configurations as per Client requirement.
- Ensuring all payroll outputs along with post payroll reports to be delivered with clients as per agreed SLA.
- Ensuring Statutory deductions are remitted to authorities on time.
- Responsible for handling employee and client queries.
- Schedule Monthly and Weekly Service Review Calls with clients.
- Preparing Monthly Performance Reports.
- Managing & monitoring the performance of team members to ensure meeting individual & group target.

PROFESSIONAL EXPERIENCE

Since Aug'08-Mar'18 Sopra Steria India Ltd., Pune

Team Leader

- Team Leader and leading a team of 16 people.

Key Assignments Handled:

Title : **NHS Payroll Process/SSCL Payroll Role**
: The project executed with the following responsibilities:

- Overseeing UK Pensions & UK Payroll activities.
- Responsible for updating the claims in Oracle, calculating the pounds claimed in the claim form, validating the claim form for authorization.
- Preparing and generating monthly trust reports; doing quality check for the processed claim.
- Creating roster on weekly basis and contributing towards process improvement ideas
- Accountable for: o Uploading the Travel Data, allocation of work.
- Reconciling data on monthly basis, generating reports and uploading data in Oracle.
- Interacting with the clients on daily basis on daily call and attending Conference call & Video Conference call on weekly.
- Handling new starter set up and setting up the Bank Account details.
- Overseeing increment report on every month, checking the retro report and critical resource.
- Sending Daily MI Report
- Taking monthly one two one, Absence Management
- Successfully completed remote KA for 2 processes
- Ensuring the task are completed without missing the KPI & SLA
- Ensuring all post and pre payroll activities are completed
- Conducting appraisal for the staff and preparing stack
- Taking huddle on daily basis
- Taking one to one and taking interviews of the candidates
- Providing resolution on emails and on the calls to the employees
- Working on supplementary Pay & CHAPS (Same day Payments)
- New starter set up & working P45 & P46
- Lease car set up New, Cease, Reallocation & Modification
- Preparing payroll timetable
- Ensuring all the Payroll inputs are completed before the 1st Phase

- Working on salary sacrifice, childcare vouchers, Basic earning assessment, Missing pension contributions
- Running the Grade 5 OTL reports from 1st of every month till retry period
- Completing the management audit before the Final Phase and ensuring corrections are done in management checks.
- Ensuring post and pre queries are resolved.
- Overseeing the net pay comparison and reconciling review and highlights to HR
- Working on weekly payroll & Weekly RTI
- Working on 3rd Party Payroll generate the reports after the Supplementary and create SOP1
- Approving the SOP1 and sending back to SOP team for initiating payments
- Proactively coordinating with the AP team for the payments to be done for 3rd Party
- Overseeing on court orders and sending the payment schedules to the Court & Child support agency
- Working on net pay comparison and analyzing the discrepancy in pays lip with current month and with previous month
- Sending BACS email confirmation once all the inputs & Quality checks are done
- Contributed for completing successful LEAN and CMMI level external Audits
 - Achievement: Received Appreciation from stakeholders for completing the task on the said deadline.

Application worked on : Oracle, Siebel, Payrite, Pay comp, RSS.

Significant Highlights:

- Pivotal in completing the internal transition for new accounts.
- Actively provided following Process improvement ideas:
- Adding real time productivity and efficiency details to the ADI, successfully implemented for October 2011.
- Implementation of macro for duplicate checking for travel & salary data.

May'04-Aug'05 E2E Serwizsol Ltd (Subsidiary of TATA Sons Ltd.) Technical Support Engineer Inbound Call Centre for TATA Teleservices& VSNL ISO 9001&2000 Certified

Role:

- Responsible for working for Internet Service provider Tata Indicom Broadband Call Centre in 24*7 environments.
- Provided telephone support to all technical problems in internet connection.
- Done the Configuration of D-Link Routers & D-Link Modems and troubleshooting for Mail clients Outlook Express, Lotus Notes, Netscape, etc.
- Given end to end service to customer.

ACADEMIC CREDENTIALS

2008 Executive MBA in Operations Management from NIBM with First Class

2004 B.Com. From Pune University with Higher Second Class

Other Professional Course:

- **Foundation Degree in Payroll Management, IPP Practitioner Certificate in Payroll (UK)** from Chartered Institute of Payroll Practitioner.
- **Completed Indian Payroll & US Payroll certification** from Skill Deck institute
- **Hardware and Networking Course** from IIHT
- **Completed Six Sigma Yellow Belt/Black Belt certification**

PERSONAL DOSSIER

Date of Birth	:	18th December 1982
Address	:	Sukhwani Plaza - B, Flat num – 22, Akurdi, Pune – 411035
Languages Known	:	Marathi, Hindi, English, Kannada