

# Santosh Kundlik Mandlik

 santibmr@gmail.com

Sr. Payroll Implementation Consultant

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## AREAS OF EXPERTISE

- \* On site process transition
- \* Payroll Processing
- \* Payroll Implementation.
- \* Business Process Innovation
- \* Associate training
- \* Project & Process management
- \* Investment Banking

## KEY SKILLS

NL Payroll, NL and UK Payroll Implementation, PMO, Support.  
**Applications:** - HR Bliz, MS Office 365, ADP iHCM, Siebel, Salesforce, JIRA, Rally, Monarch, BPMS, Medallia, BCIC Tool, CashPro. **Other-**Payroll system configuration, Data Migration, Testing, Project Management, Data Analysis, Advanced Excel, Process Improvement, LEAN Six Sigma, Process Transition, Mutual Fund, Reconciliation.

## HOBBIES

- \* Traveling, Trekking,
- \* Sports - Foot Ball & Cricket

## PERSONAL DETAILS

Name – Santosh Kundlik  
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Email-santibmr@gmail.com  
DOB: 27/06/1986 Passport: Yes  
Visa: Schengen (Expired)  
Nationality: Indian  
Marital Status: Married\*

## B. Com CERTIFICATIONS

- \*Customer Service
- \*Lean Six Sigma (Yellow Belt)

## PERSONAL SUMMARY

I have 14+ years of progressive experience within the service industry. Payroll Implementation and Project Management (Netherlands - 50+ clients, India - 2 clients, UK - 18 clients, South Africa-3 clients) and Mutual Fund Reconciliation (US 2 years) comfortable working with people of all levels and having an excellent commercial approach to solving problems and developing business processes.

Looking for a new and challenging position which will make best use of my existing skills, experience & also further my personal and professional development.

## ON SITE TRANSITION :

### **iHCM E2E Implementation and Perman to iHCM Migration**

Role – Project Lead

July 2016 to Sept 2016

Transition to Netherlands (3 Month) Netherlands Implementation process with 3 Technical Support and 6 Project office Projects and End to end iHCM Implementation.

## WORK EXPERIENCE 4

**Mercans Global Payroll Solutions** (Oct 2023 - Till now)



### **Sr. Implementation Consultant**

Responsible for leading and managing the implementation of payroll systems for new and existing clients. Coordinating between stakeholders, ensuring smooth transitions from legacy systems, and optimizing payroll processes to meet organizational and client needs. I have extensive experience in payroll systems, project management, and excellent communication skills.

## Duties:-

### **Lead Implementation :**

- Lead end-to-end payroll system implementation projects, including planning, execution, and post-implementation support.
- Develop and maintain project plans, timelines, and budgets.
- Coordinate with internal teams and external vendors to ensure project milestones are met.

### **System Integration :**

- Oversee the integration of new payroll systems with existing clients systems.
- Ensure accurate data migration from legacy systems to new platforms.
- Troubleshoot and resolve system integration issues as they arise.

### **Client Management :**

- Work as Primary point of contact for clients during the implementation process.
- Conduct needs assessments and gather requirements to tailor the payroll system to client specifications.
- Provide training and support to clients on the new payroll system.
- Create user manuals, documentation, and other support materials to facilitate system usage and troubleshooting.

### **Payroll Implementation :**

- Analyze current payroll processes and identify areas for improvement.
- Implement best practices and innovative solutions to enhance payroll efficiency.
- Process payroll with 100% quality and compare with parallel run.

### **Compliance and Quality Assurance:**

- Ensure that new payroll systems comply with federal, state, and local regulations and standards.
- Implement and monitor quality assurance processes to maintain high standards of accuracy and efficiency.

### **Stakeholder Collaboration and aftercare:**

- Work closely with HR, finance, and IT departments to ensure alignment and successful System integration.
- Help client in first two payroll and handover smooth client implementation.

## **WORK EXPERIENCE 3**

### **ADP Pvt Ltd- Pune** (March 2012 - Oct 2023)

#### **Project 1: - Netherlands Implementation Role: - Analyst (March 2012 to Oct 2014)**

##### **Duties**

- \* We provide support to clients in implementation and payroll Processing.
- \* **Requirement Gathering:** - Collecting and analyzing client's requirements and assigning products as per the procedure.
- \* **Quote:** - As per the client's requirements providing quote to the sales team.
- \* **Implementation:** - Implementing new client information in Mocha (Mainframe) and frontend Perman.
- \* End to end set up of new client in different ADP's other applications.
- \* Adding extra clients and users in ADP's applications.
- \* Providing accesses for client users as well as ADP Payroll users.
- \* Pay slips and Journal reports as per client requirements.
- \* Extracting data from pays lips using Monarch application.
- \* Hypercare payroll processing.

#### **Project 2 : - Perman Win to Web Conversion**

Role: - Subject Matter Expert (Oct 2014 to June 2016)

##### **Duties**

- \* Extracting latest data from Perman Window's application.
- \* Creating Blank database on IPC server for PermanWeb and VoorcheckWeb.
- \* Creating setup for client in ADP Perman and Voorcheckweb.
- \* Validate and upload Employee's Personal and Payroll details in Perman Database.
- \* Enabling fields as per client's access requirement.
- \* Creating Tables as per the codes in Perman Database.
- \* Uploading payroll elements data from Perman Window's to ADP Perman Web and process first payroll.
- \* Providing access to client users as well as ADP users in User Admin Tool.

#### **Project 3 : - IHCM End to end Implementation and Perman to IHCM Migration.**

Role – Project Lead (June 2016 to Oct 2023)

##### **Duties**

- \* **Kick-off call** with the client once the sales team share requirements.
- \* **Implementation:** - Implementing new client information in Mocha (Mainframe) and frontend iHCM
- \* **Reporting:** - Responsible for daily, weekly and monthly reporting of different reports like work volume, Vann Diagram, query log, quality log, FPY Reporting, dashboard and error log.
- \* **Testing:** -Responsible for conducting quarterly Smoke test for ADP new release Payroll products like ADP Perman, iHCM & ESS and Support the UAT testing activities.
- \* **JIRA:** - Creating and maintaining JIRA ticket as per the request.
- \* **Rally:** - Writing user stories in Rally.
- \* **Siebel:** - Creating and maintaining Siebel SR as per the request.
- \* **Salesforce:** - Create and work on salesforce cases as per the requirements.
- \* Converting PDF to MS Excel with the help of Monarch application.

- \* Responsible for Citrix server & Store front gateway testing.
- \* **Trainings :** - Responsible for conducting training to new joiners and conducting and evaluating PKTs.
- \* Responsible for updating and creating process manual (SOP's) and checklists as per the process updates
- \* Continuously identify ways to improve quality & assist team in implementing the quality initiative.
- \* **Knowledge sharing:-** Providing floor support to colleagues while processing. Sharing best practices.
- \* **Process Improvements:** Make improvement plans for associates who have less quality by conducting Re training or Brainstorming sessions.
- \* Welcome call once the Implementation is successful and Hyper care.

### **Administrative Work: -**

- \* Work allocation to team members in the absence of Manager.
- \* Conducting daily KanBan Meeting and Monthly status meet with Netherlands Team.
- \* Conduct Retrospective meetings for process improvement and backlog planning.
- \* Preparing Quality report and sharing with higher management of ADP NL.
- \* Tracking NPS with the Medallia team, and with team working on improving client experience.
- \* Preparing PMS for thirteen associates who are working in Project LEO team.
- \* Managing resources as per the workload.
- \* Welcome call once the Implementation is successful.

### **Trainings Completed within ADP**

- \* Service Excellence.
- \* Lean
- \* OBL (Out Bond Learning) at Pegasus Pune.
- \* BPI

### **WORK EXPERIENCE 2**

**State Street Syntel Sourcing Pvt. Ltd.** Associate. (May 2010 –Mar 2012)

#### **Duties: -**

- \* Reconciling and providing the Cash availability and Stock for the Client on daily basis.
- \* Settling trade on daily basis.
- \* Booking various expenses and reimbursement for the fund group. Allocating the expenses for the funds.
- \* Booking interest accrual and payments, dividends for the fund group.
- \* Getting the correct interest and principal payment from the Bloomberg.
- \* Cross verifying the corporate action and worthless custody from the Bloomberg.
- \* Documentation of the discrepancies identified and keeping the follow up.
- \* Attending the conference call with the fund managers for different fund groups.
- \* Reducing the errors by proper analyzing the root cause and implementing the control measure on it.
- \* Documenting all the files and filing them for internal and external audit purpose.
- \* Maintain the checklist and getting it filled by the other team members and get it signed by the Team Leader.
- \* Imparting the knowledge to the new joiners and updating the team members regarding the process.

### **WORK EXPERIENCE 1**

**Rajiv Gandhi Nagri Sahkari Patsanstha**  
Jr. Accountant. (Apr 2007- May 2010)

I hereby declare that the above-mentioned details are correct and complete to the best of my knowledge and ability.

**Date : -**  
**Place : Pune**

**Santosh Kundlik Mandlik**