

## Akash Kumar Gupta

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### Profile Summary

Senior Payroll Analyst with 4+ years of experience in US Payroll processing for leading organizations like Wipro and Quattro. Proven expertise in end-to-end payroll cycles, including data entry, reconciliations, and audits. Adept at maintaining accurate and timely payroll processing while ensuring compliance with all relevant regulations. Strong analytical and problem-solving skills with a focus on process improvement and client satisfaction.

### Experience

#### ❖ QUATRRO Business Support Services. | US Payroll (18/07/2024 -Till Date)

##### Position - Sr. Payroll Analyst

- Managed end-to-end payroll processing for retail and restaurant clients using AllPay software, ensuring accurate and timely payment while adhering to SLAs.
- Processed weekly payroll files, handled corrections, and implemented robust controls to minimize errors and maintain data integrity.
- Collaborated with clients to develop and maintain Standard Operating Procedures (SOPs) for efficient and compliant payroll operations.

#### ❖ Wipro HR Services India PVT. | US Payroll (21/09/2020 - 13/06/2024)

##### Position - Sr. Analyst

- Managed the entire payroll cycle (monthly, semi-monthly, weekly, bi-weekly), including bank transactions, resolving payment issues (NOC/ACH rejects, check stops), and conducting defensive queries and audits.
- Conducted overpayment research, prepared on-demand payments, and trained new employees on payroll processes.
- Implemented process automation initiatives while ensuring adherence to service level agreements (SLAs) for all payroll activities.

#### ❖ SBI General Insurance Company | Customer Care (01/11/2018 - 21/11/2019)

##### Position - CCE

- Successfully identified and onboarded new customers, ensuring their understanding of the company's services and coordinating with service partners for timely delivery.
- Effectively addressed customer grievances, ensuring customer satisfaction through prompt resolution and proactive communication.
- Introduced customer to new offers and schemes, conducted payment follow-ups, and managed the policy issuance and medical examination processes for new customers.

#### ❖ (LIC) Grow Best Services | Sales and Marketing (07/03/2016 - 28/02/2017)

##### Position - Sr. Sales executive

- Maintained daily sales activities, including logins, team meetings, and new employee training.
- Effectively assessed client insurance needs and provided tailored solutions, ensuring timely closure of sales leads.
- Actively participated in discussions and collaborated with colleagues to achieve sales targets.

## Academic Qualification

- Passed BBI (Bachelors of Banking & Insurance) – Mumbai University in 2018 with B Grade.
- Passed HSC - Maharashtra Board in 2015 with a 51 % in aggregate.
- Passed SSC – Maharashtra Board in 2013 with a 51 % in aggregate.

## Certifications & Computer Skills

- Working on AWS workplace, CashPro, JPMC, Workday, Service Now, hrX, All Pay.
- OS : Windows MS-OFFICE (Word, Excel, PowerPoint, Outlook & Power BI)
- Typing 30 WPS

## Core Competencies

- |                       |                    |
|-----------------------|--------------------|
| • Analytical thinking | • Team management  |
| • Problem solving     | • Project handling |
| • Communication       | • Adaptability     |

## Personal Information

- Date of Birth : 17/12/1997
- Marital Status : Single
- Languages known : English, Hindi & Marathi
- Address : 6/3 Indraprasth co-op soc., Shivkripa Nagar, Trolley Line Road, Bhandup East, Mumbai, Maharashtra. PIN - 400042

## Declaration

I hereby declare that the details and information given above are complete and true to the best of my knowledge.