




Fida Hussain

US Payroll Process Analyst
Company Tata Consultancy Services
work period from June 2015 to Aug 2024

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 **E city phase 2 Bangalore pin code 560100**

Dedicated Process Analyst (US Payroll) with 3.5 years of experience managing specific payroll tasks. Eager to expand expertise and contribute to a dynamic team environment. Seeking a new opportunity to broaden knowledge and skills in comprehensive US payroll processing. Proven ability to handle responsibilities effectively and a strong commitment to continuous learning and professional growth. Ready to take on additional challenges and contribute to a high-performance payroll team.

Experience

Professional Experience

2019 - 2024

- Processing Bi-weekly and Monthly payroll for over 3000 US Employees.
- Conduct audits on Payroll Reports and ensure all the payments are accurately processed.
- Updating the Payroll related Payments into ADP, Like Commission payments, Gift card payments, Vanpool payments and One-time payments
- Download New hire report from Workday and ADP to ensure all the new hires are up in both the payroll systems by using VLOOKUP.
- Collaborating with the finance team to process payroll tax withholding, including federal, state, and local taxes, and maintain tax compliance.
- Downloading the different reports from Workday and ADP to ensure all the data is accurate
- Working on Variance Report reconciliation to compare the previous payroll with current payroll and find out the differences.
- Download Payroll reports from Workday and ADP to ensure all the data is accurate. (Payment Election report, new hire report, File number check report)
- Download the hours report from Etime and load it into ADP and ensure all the hours are accurately updated in both the systems.
- W2 and W4 Forms.
- Updating Federal Tax, State Tax and Local Tax information in ADP.
- Setup the Deductions in ADP. Like 401K and Benefit Deductions.
- Pulled internal reports as requested (Salaries, bonuses, hours worked)
- Managing direct deposits, handling employee payment preferences.
- Timely responses to Employee queries.

PROFESSIONAL EXPERIENCE

Incident Admin Management & Order Management Support

From 2016 to 2020)

- Having more than 6 years of extensive experience in SAP, customer relationship management, and creation of sales orders through PO #, Handling DOA Professional orders, educational service
- orders, RMA and Stock rotation. Senior Process Associate (Order Management Specialist. Role & Responsibilities
- To monitor daily team activities like allocation, reports, performance, and circulation of reports and quality metrics to the higher management and clients.
- To create and revise procedures, checklists, and job aids to reduce errors. Order management includes order booking, renewals of order, credit and rebill and account handling Worked as an Account owner for one of the worldwide sellers.
- Managing the day-to-day OM operations like PO allocation, tracking and ensuring to clear the daily volume within agreed SLA.
- Assesses support inquiries to identify whether issues are system or user related.
- Communicates with customers through the via email and phone calls.
- ServiceNow/ Intelx ticketing system as well as over the phone and/or email to optimize issue resolution.
- Troubleshoots and debugs qualified system issues & investigates and analyses the root cause of qualified system issues
- Categorizes, and document qualified system issues for further Escalations. Ensures customer requests are acknowledged and resolved within service level agreement times.
- Maintains a consistent number of open / closed tickets and customer satisfaction scores. Understanding of Environmental, Health, Safety and Quality
- Creation of Customer Email id Accounts
- Providing Power Bi and Dashboards reports to customer as per their requirement
- Providing training to new joiners related Process

Skills & Hobby

- I am Quick learner and Adaptable
- Efficient verbal and written communication
- Power Bi, Excel, Dashboard creation. MS Office
- Performance review Data presentation skills Self-motivated
- Full Gym Trainer

EDUCATION

- University of Kashmir, Bachelor of Education
- One Year Diploma in Computer Applications from NIELIT
- Six Month NETWORK TECHNICIAN from Institute of Govt of India.

EXTRA CURRICULAR ACTIVITIES

- Member of Gym Trainer and Football Team.
- Fond of Watching Movies

DECLARATION

I hereby declare that the above furnished information is the best, up to my knowledge and devoted to the improvement of the organization

Fida Hussain WANI