



# CHIRAG JAGTAP

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## SUMMARY

Experienced payroll professional trained in manual and electronic payments. Dependable in following processes, maintaining organization and independently resolving problems. Talented clerical team member with background in payroll and bookkeeping support. Helps accounting team complete timely, accurate payroll for employees with different pay and benefit structures. Learns quickly and diligently checks for errors. Qualified Payroll Analyst with extensive background in advanced management processes. Utilizes superior communication skills to build meaningful, trusting relationships that exceed client demands. Highly skilled project manager with outstanding team leadership abilities to meet targets consistently.

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## EXPERIENCE

**SENIOR ASSOCIATE PAYROLL (ANZ) AUSTRALIA NEW ZEALAND PAYROLL**, 01/2022 - Current

**ADP Pune**, Pune

- Working at ADP Pune as Senior Associate Payroll (ANZ) Australia New Zealand Payroll.
- Supported and delivered compliant, accurate monthly payroll and associated pension schemes.
- Checked payslips and reports to support payroll validation and reconciliation processes.
- Executed employee contract adjustments to reflect promotions or wage increases.
- Reviewed and completed exit interview paperwork for resigning employees.
- Processed sick leave, maternity leave and bereavement forms and maintained related files.
- Verified time sheets, reconciling hours against established department budgets.
- Prepared and processed monthly and bi-weekly payroll documentation for timely disbursement.
- Managed payroll inboxes, providing timely responses to queries and escalating issues to HR as required.
- Served as main point-of-contact for employee payroll and benefits enquiries, clarifying enrollment periods and wage discrepancies.
- Handled data relating to additional ad hoc payments for bonuses, commissions and overtime hours.
- Reconciled monthly payroll, working closely with reporting team on net pay, advances and pensions.
- Supported end-to-end payroll for high-volume headcounts, processing accurately and efficiently.

- Complied with contractual and statutory obligations related to amendments and pensions.
- Monitored payroll queries for repeat issues, logging precisely to enable process improvements.
- Assisted with adjustments to payroll deductions and employee tax information.
- Collaborated with HR to effectively manage absence reporting, updating staff payments accordingly.
- Processed court-ordered statutory payments related to parental leave and SSP.
- Reviewed approved hours to verify payment accuracy.

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#### **CENTRALIZED LOAD CONTROLLER, 05/2019 - 12/2021**

**Indigo**, Pune International Airport

- Worked with customer service agents and aircraft routers to manage scheduling and cancellations.
- Managed all cancellations and Rescheduling of the Aircrafts.
- Coordinated timings of passenger and freight transport for timely departure and arrival.
- Performed inspections of shipment contents, verifying accuracy against invoices and manifests.
- Processed work and shipping orders, route materials and bills of lading.
- Determined freight loading sequence for maximum storage of goods.
- Calculated shipping, storage and demurrage charges.
- Coordinated schedule of vehicles and drivers for most efficient goods transport.
- Followed instructions to facilitate smooth transportation.
- Used different communication channels and devices to convey time-critical information.
- Coordinated air procedures and documents for cargo operations.
- Prepared resources and paperwork ahead of transportation.
- Identified best shipping method for materials, considering shipping procedures, routes and rates.

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#### **SENIOR EXECUTIVE AIRPORT OPERATIONS & CUSTOMER SERVICES, 04/2016 - 04/2019**

**Indigo Airlines**, Pune

- Increased client satisfaction year on year
- Excellence in Communication Skills, Business Etiquette, Aviation & Hospitality
- Handling Payroll for 400 Employees of Indigo Airlines at Pune Airport
- Maintaining Leave Data and Overtime for all the Indigo Employees
- Manage and provide on-going research, resolution, product support and superior customer support to Workers, Client Services, HR, and finance teams.
- Created reports for accounts regarding employee pay, providing information such as holiday and sick pay.
- Maintained excellent employee relationships by going the extra mile to answer questions regarding company matters.
- Managed the hiring processes within the company, dealing with matters including writing adverts, reviewing CVs, interviewing and selecting candidates.
- Supported senior leadership by capturing big picture data for project status updates, benefits analysis and corrective action planning.
- Organised staff development training based on team gaps and requirements.
- Directed operational and administrative procedures to keep organisation in

compliance with rules, regulations and internal policies.

- Created and prepared documents such as contracts, new hire guides and company manuals.

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**CUSTOMER SERVICE EXECUTIVE**, 03/2013 - 03/2016

**Indigo Airlines**, Pune International Airport

- Managed all complex complaints, issues and problems to maintain customer satisfaction.
- Kept client and company files safely stored on CRM system to comply with confidentiality laws and regulations.
- Added value to customer purchases by upselling additional products and services.
- Enabled customers to find answers by providing extensive details on system navigation.
- Handled customer billing errors, researching issues in system and working to resolve problems and inconsistencies.
- Closely monitored and oversaw customer service processes, detecting improvements required to enhance customer satisfaction.
- Dealt with complex complaints and angry customers professionally and politely, resolving issues with favourable solutions.
- Followed company regulations, policies and processes.
- Responded to customer emails with accurate, professional replies.
- Listened to clients to identify requirements and prepare accurate tickets for further action.

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**SENIOR ASSOCIATE CONSULTANT**, 02/2009 - 12/2012

**Mphasis**, Pune

- Interfaced with client leads and became trusted advisor or confidant to client.
- Participated in business development efforts by identifying new or additional revenue opportunities with current clients.
- Represented organisation in industry networking events and professional associations to develop client relationships and industry presence.

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**FRONT OFFICE EXECUTIVE**, 01/2007 - 12/2008

**La carta Vapi**, Vapi

- Monitored office expenditures and handled all office contracts.
- Operated multi-line telephone system to take messages, give information and direct callers.
- Sustained financial records using QuickBooks.

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**FRONT OFFICE EXECUTIVE**, 01/2008 - 11/2008

**Oakwood premier**, pune

- Helped visitors feel comfortable and valued by offering support and beverages when required.
- Resolved guest issues promptly to improve customer experience.
- Established customer experience strategy in collaboration with Hotel Manager.
- Managed check-in and checkout of guests daily.
- Managed front office phone systems, answering both internal and external calls regarding company queries, complaints and other information.
- Took messages from clients and relayed them to relevant staff promptly.

SKILLS

- Account reconciliation
- New starter management
- Excellent communication
- Behavioural observation
- Deduction calculations
- QuickBooks Payroll
- Payroll budget management
- Overtime calculations

- Payforce
- Tax calculations
- Timetable assessments
- Accounting principles understanding
- Employee data auditing
- Payroll calculation
- Data Entry

PROJECTS

- NPS Project Management

EDUCATION

Periyar University, 01/2011

BBA In HR & finance

Gujrat Univeristy, 01/2007

H.S.C

Gujrat Board, 01/2005

SSC

HOBBIES AND INTERESTS

- Listening to Music
- Watching & Playing Cricket
- Fitness Enthusiast
- Singing

LANGUAGES

Marathi: First Language

English:

C1

Advanced

Hindi:

B2

Upper Intermediate

Gujarati:

B2

Upper Intermediate

DISCLAIMER

I do here by confirm that the information provided above is true to the best of my knowledge and belief.