

Irfan Shaikh

Payroll Analyst

Jai Hind nagar
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Summary

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- Detail-oriented and results-driven payroll analyst with extensive experience in managing payroll processes and ensuring compliance with federal and state regulations. Seeking to utilize my expertise in payroll administration and analysis to contribute to the success of a progressive organization.
 - Expert HR service delivery analyst bringing 9+ years of expertise in multiple domains. Effectively manages assignments and team members. Dedicated to self-development to provide expectation-exceeding service.
 - Proficient in managing an operational team of 50+ direct & indirect employees to successfully deliver against KPI & SLA. Performance & Productivity enhancement by hiring, training, coaching, mentoring & staff motivation.
 - Skilled in U.S Healthcare membership, U.S payroll Claim adjudication, National Time Keeping, Workforce Absence Management, Travel Reservations and Bookings.

Experience

Accenture solutions Pvt Ltd / Payroll Analyst

January 2019 - PRESENT, Mumbai

- Working as a payroll analyst.
- Currently working in the National Timekeeping (NTK).
- Perform payroll reconciliations and audits to ensure accuracy and compliance with company policies and regulatory requirements.
- Respond to employee inquiries regarding payroll-related matters and provide excellent customer service.
- Process bi-weekly, semi-monthly, or monthly payroll for employees accurately and in a timely manner.
- Working on applications like Salesforce, Hr connect, Oracle fusion HCM,HRIS, KPIM, People management, MOCHA, Access Now were used to process the case
- In NTK we handle employee time cards, access requests, ESI, and reports
- Handle the team in absence of lead and support in resolving various issues
- Provide training to new hires and manage the trainee performance during the training period
- Quality auditor of the National Timekeeping
- Certified process trainers
- Training, refreshers sessions for new Associates
- Provide floor support to lead in terms of report & escalation from client

- Calibration session with client for any knowledge transfer of the process
- Initiating various types of Quality Activities to Enhance the Process knowledge.
- Documented employee overtime and calculated correct payment rates.
- Processed and input new employee information onto payroll system with required bank details, national insurance numbers and salary values.
- Monitored payroll queries for repeat issues, logging precisely to enable process improvements.
- Reviewed approved hours to verify payment accuracy.
- Assisting in weekly and Monthly dashboard& deck preparation to leadership for highlighting process health ,issues, pain areas, control in place, improvement areas and suggestions, appreciations received from client.
- Resolved service user requests within target timeframes.

Hinduja Global solutions / Sr. Processor consultant

November 2016 - January 2019, Mumbai

- Working for a US healthcare client who deals in health insurance
- Handling the claims which are sent by the provider for the service given to the members
- Handling high dollar claims which are sent by the provider as well as the facility
- Handling major escalations received from clients in terms of claims handling
- Analyze the data to identify areas of improvement
- Initiating various types of Quality Activities to Enhance the Process knowledge
- Training, refreshers sessions for new Associates
- Knowledge of US Healthcare and coding desirables, Familiar with HCFA 1500, Medicare, Medicaid and UB-92 Billing Forms and HIPAA Policies
- Knowledge of Medical Procedure codes, HCPCs Codes.

Imran tour & travel / Executive

October 2014 - October 2016, Mumbai

- It's a rental car service which provides cars on rent.
- Provide the detailed charges on a daily basis.
- Maintain the data of daily trips and maintenance of the cars.

Education

Bunt's Sangha college, Mumbai – Bachelor of Management Studies (B.M.S)

June 2011 - July 2014.

- 10th December 2011, Participated in the International conference on Entrepreneurship at Dr. D. Y. Patil University - Belapur.

National Sarvodaya Junior College, Mumbai - H.S.C (Commerce)
June 2009- February 2011.

National Sarvodaya High school, Mumbai -S.S.C
March 2009.

Computer & Software Proficiency

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- Microsoft Office Suite Word, Excel, PowerPoint, Access.
 - Outlook, Lotus Notes, Lync, Skype, Zoom, Teams, Webex
 - VDI (Virtual Desktop Infrastructure), Siebel, Peoplesoft Oracle, Outlook, Cognos, Financial Oracle ,ERP, Citrix, My HR, Service Now, Employee vibes (HRIS),Tableau, Power BI, People HCM ,virtual workplace, Workday, Oracle, HCM Cloud, SQF, GPH, EVT, Success factor, DMS, People connect tool (PTC). KPIM, HIRS, HR connect tool, Salesforce, KPIM, Access now, Rumba, Service Now, Mocha.
 - Online Job Portals : Naukri, Monster, Shine, Indeed, LinkedIn, Postfreejobs, Glassdoor etc.

Initiative & Extra Curricular Activities

- Internal Trainer-Worked as an internal trainer for new hires conducting induction training, & Refresher training.
- Quality Auditor-Performed as Quality Auditor for the NTK, Membership and claims process to audit excessive workload to meet the daily SLA/Targets.
- Quality Validator- Validated & approved the process improvement ideas across all domains basis cost saving and time saving parameters.
- Domain SPOC (Single point of contact) for Transport /Shift scheduling-Collated and shared the transport Escalation Tracker for entire domain to transport committee, attended meetings on weekly basis to discuss transport issues, suggestions, challenges, and mailing all findings to upper management.

Skills

- Leadership Skills
- Decision maker
- Team player
- Self-motivated
- Quick learner

- Smart work

Awards

Accenture solution Pvt Ltd

- Star performer award from client on a client visit.
- Core value champion award Q4, FY22.

Hinduja global solutions (HGS)

- Star of the batch award at a training time.

Languages

English, Hindi, Marathi.

Hobbies

Listening to music, Playing cricket, traveling.