**Resume**

Name – Madan William Lad

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**Objective**:

Looking forward for a long term association with people oriented organization where individual talent, skills, honesty and hard work are acknowledged and conductive work culture is provided.

**SUMMARY**

Experience in US payroll with an overall knowledge of On-cycle and Off-cycle payrolls including Pre and Post Payroll Processes, Employee Data Management (EDM), Leave Management, Garnishment and Severance pay.

**SPECIALITIES:** HR Expertise- WFA, US Payroll

**APPLICATION:** PeopleSoft 9.1 and 9.2

**PROJECT EXPERIENCE:**

Worked at Velocity Tech. Sol. India Pvt. Ltd as Team Lead since March 2012 till September 2015.

**Job Details:**

Company : Velocity Tech. Sol. Pvt. Ltd, Pune.

Experience : March 2012 till September 2015.

Designation : Team Lead, Quality Lead - BPO Operations.

**Job Responsibilities:**

As a **Quality Lead- BPO Operations** the duties and responsibility includes, a high level of quality customer service provided in responding to inquiries and resolving issues related to the payroll.

* Primary responsibility for PWC (Soc) Audit, Patch testing and People Soft up-gradation from 8.8 to 9.2 for UMG client.
* End to end Payroll validation.
* Off cycle validation.
* Void and reissue of checks.
* Patch testing on Oracle release and co-coordinating with People Soft functional team for successful implementation of patch.
* Reconciliation of payroll data for audit purpose.
* Maintain watch list for on-cycle Payrolls.
* Worked on People soft queries.
* Setting up of post tax involuntary deductions (Child support, Garnishment, Tax levy, Student Loan and Spousal support).

**Other Roles**

As a **Team Lead** primary responsibilities include management of payroll for Universal Music Group (UMG). Managed day to day operations in partnership with the Payroll Manager, as well as delivery of timely and accurate payroll services to the customer that ensures Velocity is meeting its Service Level Agreement (SLA) and key performance indicators in our customer agreements. Always tried different ways to improve the overall process while maintaining quality customer service. In addition, always participated in a proactive, multi-tasking team environment to achieve departmental and company goals.

Was a part of Implementation and travelled to Charlotte in US.

* Lead the Payroll Team coordinating the daily activities and prioritizing work load ensuring the delivery of a high quality, responsive and efficient service
* Ensure accurate and timely processing based on customer requirements
* Coordinate with the Payroll Manager to ensure delivery of payroll goals and objectives
* Oversee and ensure the accuracy of the End to End Payroll Processing for Weekly, Semi-Monthly, Bi-weekly and Monthly payrolls.
* Oversee and ensure the accuracy of Time & Attendance interfaces and adjustments
* Oversee and ensure the accuracy of General Ledger processing and reconciling the same
* Oversee and ensure the accuracy of the distribution of payroll checks, advices and third party payments
* Oversee and ensure the accuracy of garnishments and support order administration
* Oversee and ensure the accuracy of payroll reconciliation of payroll earnings, deductions and taxes including maintain all payroll reports and audits within customer specific shared drive
* Responsible for assigning workflow to ensure proper processing and resolution
* Responsible ensuring the data integrity of employee records.
* Oversee the resolution of payroll application errors by coordinating with IT and Payroll Manager
* Oversee testing as required
* Prepare monthly SLA reporting
* Ensure the accuracy of the Payroll Checklist and SOP’s
* Conduct 1on 1 meetings with team members on a monthly basis
* Provide input and discuss quarterly and yearly objectives for team members

Worked as a Senior HR for Akbar Associates.

Current Job Details:

Company : Akbar Associates, Pune

Experience : Working with this company since September 2010 to                                  January 2012

Designation : Senior HR Administrator.

Job profile : Back-end Support (HR domain)

Resolve HR related queries of the employees.

Conduct interviews for new hires and discuss their salary plan.

Update employees personal and Job data in PeopleSoft.

To update or modify employee data, personal data, salary/plan grades, position reclassification.

Quality analysis and verification of cases processed.

Previously worked for MphasiS Ltd an HP Company.

**Job Details:**

Company : MphasiS Ltd an HP Company, Pune

Experience : Worked with this company since November 2004 to                                  August 2010.

Designation : Senior HRO Administrator (Non-Voice)

Job profile : Back-end Support (HR domain- KPO)

Resolve case related HR queries of the employees.

Constant interaction with Onshore SMEs (Subject Matter Experts) for new updates or Escalations.

To update employee personal and Job data in PeopleSoft.

To update or modify employee data, personal data, salary/plan grades, position reclassification.

Quality analysis and verification of cases processed.

**Responsibilities**:

Process: HRO US Payroll.

Separation:

US Payroll Processing.

Comfortable at using People Soft 8.9 and Siebel 7.8

Representing as an SME for Separations team,

Being assigned to look after Separations processing, from pulling queries, processing and sending daily reports to Onshore on daily basis.

Look after immediate payout sates for terminated employees (Off-cycle).

Maintain Master file for the daily Separations request, closing of SR which are worked on. Issue off-cycle checks for employees from immediate state and back date terminations.

Guiding associates and training them on the procedure for Separations.

Run queries during Bi-weekly pay run in order avoid any Overpayments; ensure deductions are not withheld for employee who are on SVR, end deductions for terminated employee. Being appointed to complete few tasks for year end activities.

Preparing Post Payroll reports. i.e. Off-cycle issued during the payrun.

Maintaining and sending daily reports for Separations Team to Onshore clients.

Maintain documentation of SOPs/Operating Instructions.

**OFF-CYCLE –**

Being assigned to look after off-cycle processing, from creating data, processing and sending daily reports to on-shore team on daily basis.

Preparing and analyzing monthly reports to maintain records of total checks processed for that month. Sending the same to the client for ledgering the amount processed.

Maintaining the total time utilized for production on daily bases for internal purpose.

Trained new joiners to process off-cycle payroll.

**Achievements**:

Recognized as Cream of the Crop in eHRO.

Designated as Spoc in training activities.

Previously worked for a US Banking Process for 2 years

Process : Banking Process.

Job profile : Voice Process

**Responsibilities** :

To resolve case related banking queries of the customers

To update customer database

Lending floor support to new agents as and when needed.

To provide timely reply to all escalations

To train new employees and provide them with all possible options while processing to meet the customers need and to think like the customer.

To maintain daily reports for around 200 employees

Direct reporting to PDH and clients with the required information.

To maintain seats as per clients requirement.

**Achievements**:

Achieved 100% accuracy throughout.

Maximum number of referrals

Constant 5 rater performer

Client complacence

Entrusted with an additional role in Command Centre.

Previously worked for Neam-tel (DSA) for Bharati Cellular Ltd., ‘Airtel’ Pune

Duration : February 2002 to September 2004

Designation : Sr. Sales Executive

Responsibilities : Corporate Sales

Achievement of sales target

To look after sales promotion including, Organizing Local Level Events (Road Shows and Window display)

Handling customer care.

**Previous Employer**:

Company : Digital Publishing Solutions Pvt. Ltd., Pune, India.

Duration : October 2000 to December 2001

Designation : Senior Production Administrator

**Responsibilities** :

Production Administrator

Smooth Work Flow Management and Control

Production output, recording and reporting to Vice President.

Time sheet management, project scheduling, and book tracking.

Floor Management, Query Handling and Reporting.

**Previous Employer**:

Company : Dormaan Electronic Industries Pvt. Ltd., A South Korean

based Company, Manufacturers of Push Buttons and

Cordless telephones.

Duration : December 1994 to April 2000

Designation : Branch Manager (Maharashtra, Andhra Pradesh and Gujarat).

**Responsibilities:**

As an Manager working in the Corporate Cell and reporting to the Managing Director, Key responsibilities handled by me includes:

Budgeting for Branches.

Marketing Research

Handling Dealers Network

Advertisement

Promotion

Management of Marketing Executive

Strategies Marketing Plan for our Existing Products.

**EDUCATIONAL BACKGROUND**

B.A. (English) from Pune University Year 1993.

Diploma in Office Automation from APTECH, Camp, Pune 411 001.

Successfully completed ITIL Certification basics in 2014.

**PERSONAL DETAILS:**

Date of Birth : 08 May 1973

Sex : Male

Religion : Christian

Marital Status : Married

Languages known : English, Hindi and Marathi

Passport : Valid till 2025

Computer Proficient : Yes

Interests : Trekking, Football and Stamp Collecting.