GAUTAMI GAIKWAD

Phone: +91-8796239167 / **E-Mail:** gautami.gaikwad96@gmail.com Address – 348, Jaymala Nagar, Old Sangvi Pune-411027

With over 7 years of experience in UK payroll systems and HR functions, I am adept at leading teams, implementing process improvements using Lean Six Sigma methodologies, and maintaining effective stakeholder communication. I am recognized for my consistent performance, problem-solving abilities, and commitment to operational excellence. Certified by the Chartered Institute of Payroll Professionals (CIPP), demonstrating a high standard of knowledge and adherence to best practices in payroll management.

KEY SKILLS

- UK Payroll Specialist, handling end to end payroll and Payment processing.
- Team Leadership & Mentoring
- Compliance & Audit Handling
- Problem Ticket Management
- Payment Reconciliation
- Client Communication
- Lean Six Sigma (Green Belt)
- Chartered Institute of Payroll Professionals (CIPP) Certified

Current experience

Senior FinOps Analyst – Payroll

Organization - Amazon Development Centre PVT LTD   **May 2022 - Present**

- Managed end-to-end UK payroll escalation process, including conducting vital stakeholder meetings between Amazon leadership and employees to address time-sensitive payroll concerns
- Actively managed and audited tickets of 10 member team for resolving UK payroll-related tickets for 3 years
- Resolved 50-60 daily employee inquiries spanning payslips, taxation, RSU benefits, and relocation matters, maintaining 98% resolution rate within SLA.
- Implement a structured approach to task distribution and quality checks, ensuring transparency and accountability within the team.
- Allocate daily tasks and responsibilities to associates based on skill set and workload capacity.
- Maintain and audit payroll data on a daily, weekly, and monthly basis to ensure accuracy, compliance, and timely processing.
- Recognized for strong problem-solving abilities and effective cross-functional collaboration with HR, Finance, and IT departments.
- Responsible for generating and delivering accurate payroll reports including SLA, HMD, and MBR reports.
- Skilled in data extraction and report generation using ADP and other payroll systems.
- Reduced problem ticket rate from 5.8% to 3.25% through Green Belt project.
- Spearheaded stakeholder training, process enhancements, and data-driven decisions.
- Preparing SOP's.
- Developed and delivered comprehensive UK payroll training program for upstream partners, focusing on efficient handling of employee payslip inquiries.
- Designed and implemented self-service Maternity Calculator, resulting in 80% reduction in HR queries and enabling employees to independently plan their maternity leave schedules.
- Created comprehensive Maternity and Paternity leave FAQ documentation for Amazon's internal portal, enhancing employee self-service capabilities and information accessibility
- Played key role in implementation and testing of new ADP iHCM payroll software, ensuring seamless transition and system integrity.
- Executed JDI (Just Do It) initiative through RPA technology, revolutionizing ticket allocation system to automatically prioritize critical and aging cases.

Past experience

Associate Team Lead, Global Payroll

Organization- Neeyamo Enterprise Solution LTD   **June 2018 –May 2022**

UK Payroll and Payments Specialist, handling end to end payroll and
Payments processing monthly, fortnightly and quarterly payroll for live clients (approx. headcount 2000+).

- Input collection and validation
- Output generation, includes F&F cases; new hires; salary revision cases etc
- End to end payroll processing in Payrite system and also experienced in working with Vendor/outsourcing payroll.
- In depth checking and validation of output and also addressing payroll and payments queries
- Pay slip generation
- Post payroll and Transactions reporting and validation
- Payments disbursement
- Monthly, Yearly compliance and Payments activities including P11Ds/P60s, on-going compliance such as P45s and starter checklists.
- Performing off cycle payroll including RSU payroll and reconciliation on earning and deduction totals.
- Submission on FPS, EPS and pension submission on monthly basis.

Handling clients in the Transition Phase (approx. headcount 2000 plus), activities include:

- Interacting with clients regarding their requirements
- Addressing all the payroll and payments related queries with appropriate solutions
- Documentation
- Raising requests for system and reports configuration
- Configuring the clients on system with logics and formulae.
- System testing and feedback
- Parallel payroll runs and Penny testing for client level.

Other activities include:

- Internal documentation
- Training new joiners within the team
- Payroll and Payment calendar updating and validation
- Look after the audit requirements, maintain files and folders as per audit standards
- Take part in internal audit cycles, give required information and clarification
- Attend internal training sessions as and when required, attempt tests and quizzes
- Created CSD UK with compliance activities.
- Having client weekly call.
- Pre-payroll meeting with client before starting payroll and their payment disbursement.
- Handling payroll and payment queries of employees.
- Updating the monthly governance deck.
- Maintaining accuracy tracker.
- Handling first level and second escalation. Ensuring payment metrics are achieved as per timescales.
- To collect the information from clients.
- Responsible for making payments for clients.
- To ensure that all parameters of performance in terms of deadline/SLAs are met.
- Process critical activities with high levels of accuracy.
- Prioritize and organize work on a daily basis according to business requirement.
- Feedback on SOP.
- One on one with the team mates.
- Organizing team meeting.
- Conducting interviews and taking aptitude test.
- Guiding team and allocating the task on daily basis

Worked on Tool

- Payrite (Payroll Software Based on C++)
- PNC (Cloud Based Software)
- People Soft (Oracle Based)
- Worked on Banking Portal (for Regular payment and CHAPS)
- Freedom (ADP Software)
- IHCM (ADP software

Education

- **MBA (Finance)** from Dr .D.Y.Patil Institute of Management and Research (Savitribai Phule University) with 8.9 SGPA
- **Bachelors in Commerce** from Modern college of Arts, Science and Commerce Ganeshkhinde (Savitribai Phule University) with 60%
- 12th from Kendriya Vidhalaya, CME, Pune, CBSE Board in 2013 with 68%
- 10th from Kendriya Vidhalaya, CME, Pune, CBSE Board in 2013 with 6.8 CGPA.

Academic / Professional Achievements

- Awarded as Bright beginner in Annual event of based on yearly performance in Jan'2020.
- Got certificate as Employee of the month in April'19.
- Got an appreciation from client in providing the output with 100% accuracy before SLA in Jan'2020.
- Awarded as Employee of the month in June'2020 based on monthly performance.
- Awarded as Employee of the month in Oct'2020 based on monthly performance.
- Won silver medal in inter-school chess competition-2010.
- Got certificate in regional level basketball competition-2011.
- Got certificate for participating in CSR activity held with DELOITE CO. PVT LTD.
- In Feb'22 received FIRE FIGHTER award regarding resolving issue in Weekly My Time file
- Spot Award Recipient, April 2023 and June 2024
- Awarded "Extra Miler" and consistently ranked as a Top Performer.
- Green Belt Project (Problem ticket reduction) was published in April 2025
- Spot Award Recipient, October 2024
- JDI (Automation Idea) was published in January 2023

Interest

- Travelling to different places
- Reading book
- Cooking

Project (Post Graduation)

Project Title: - A critical Analysis of Kingfisher Airlines

Objectives: -
- To critically evaluate the reason for failure of Kingfisher Airlines
- To find out major areas, which has led to crises
- To analyse the effect of Kingfisher Airlines crises on Airline sector.

Personal Details

Date of Birth: 2nd Feb 1996
Languages Known: English, Marathi, & Hindi
Address: 348, Jaymala nagar 1st Lane near Sai baba Temple, old sangvi, Pune- 411027