

G. MAGESH

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No.56/39, Vedhagiri street, Chintadripet, Chennai – 600002

Objective

To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

Experience

Bay-pac Systems Private Ltd (From 12 May 2021 – Till Now)
HRIS Analyst - HCM (Application Support)

Job Profile:

Application Support, HCM, Payroll Processing and Email Support:

Workday Integration Specialist (UMG - Universal Music Group)

- Collaborated with Workday HR clients annually to update integration schedules and accommodate time zone changes for payroll integrations in Workday.
- Diagnosed and resolved integration issues, collaborated with IT, and provided timely technical support via Email.
- Monitored daily, weekly, and monthly integrations for UMG in Workday. If issues occurred during output file delivery to clients via SFTP, promptly provided information and resolved them.
- Managed 45+ integrations, both inbound and outbound, for UMG in Workday.
- Managed and coordinated global payroll output files for 48 countries, ensuring timely delivery according to schedules.
- Configured Workday integrations run monthly to extract payroll input as XML, which is loaded into OneConnect ETL Tool to generate the payroll output file.
- In ServiceNow, clients create tickets for EIB loads, technical issues, and high-priority requests. I actively manage ticket resolution through real-time collaboration and quick decision-making.

Payroll Management (Unisys Company, RTX Corporation and Disney)

- Managed payroll processes for Unisys Company and RTX Corporation, covering multiple pay groups and Disney workday compare delta files loading activities.
- Unisys processed input files, transforming them from .txt to .CSV format using Oneconnect ETL and posting output files through EPIP to ADP.
- Daily, we receive client files containing employee job data, earnings, and deductions. After loading them into our database for up-to-date employee histories, we confirm data accuracy in SQL Oracle.
- Conducted weekly payrolls with a focus on precision and timeliness, following daily process steps.
- Utilized Oneconnect ETL for seamless data operations, including extraction, pre-validation, transformation, and file transfer.
- Unisys Dashboard is our web application for viewing post-payroll data for both clients and our internal operations. Additionally, it serves as the platform for client payroll approval.
- We use SQL Oracle to update mappings for new elements, adjust pay period dates, and activate the pay group to generate payroll output.

Barclays Global Service Centre Ltd (From 27th Jan 2015 – 30 Sep 2020)

Process Advisor

Job Profile:

Retail Operations Team - Banking Complaints

- Managed customer complaints related to credit cards, personal loans, mortgages, and overdrafts.
- Conducted mandatory Know Your Customer (KYC) verification to verify customer identities and assess risk for further complaint review.
- Handled complaints from various sources, including customers and third parties such as claims companies, custodians, and solicitors, ensuring proper customer authorization for third-party interactions.
- Utilized internal systems to screen and match customer information, including names, addresses, phone numbers, email IDs, mother's maiden names, and National Insurance numbers.
- Investigated complaints and made informed decisions on resolutions, including upholding, seeking further information from customers, and defending, in compliance with Financial Conduct Authority (FCA) regulations (UK).
- Collaborated with onboarding teams through email communication and calls to clarify complex complaints, ensuring accurate analysis and resolution.

Other Activities:

- Downloading cases from various queues and assigning them to the team through Excel.
- Tracking the hourly count of individual team members with pivot tables and sending the count to the manager.
- Clarifying doubts for team members and assuming the role of Subject Matter Expert (SME) in the team. Sole responsibility for clearing certain risk queues daily.
- Conducting training sessions for newly hired employees and administering aggregation tests to them before the go-live process.

Technical Expertise

- Proficient in MS Office, with advanced skills in Excel.
- Expertise in VLOOKUP function for data analysis.
- Proficient in creating presentations using PowerPoint (PPT).
- Experienced in generating and creating Pivot Tables for comprehensive reporting.
- Demonstrated ability for quick and effective decision-making.
- Basic knowledge of Oracle SQL.

Achievements:

- Winner, Service Excellence Award for outstanding contribution in February 2016
- Winner, (Barclays Recognition Program) Award for Excellence, October & November 2016.
- Winner, outstanding contribution in March 2017
- Participated in various CSR & CPC Events organized by the company.
- Received appreciation from top management for displaying exemplary commitment and dedication for business support under extreme conditions of Chennai flood and varadha cyclone.

Educations

B.com (Bachelor of commerce) - 2014

PACHAIYAPPAS UNIVERSITY OF MADRAS, Chennai, Tamilnadu

Main Subjects: Financial Accounting, Business Communication, Business Economics,

HSCC (Higher Secondary Course Certificate) - 2010

Private, Chennai, Tamilnadu

Main Subjects: Accountancy, Commerce, Economics

SSLC (Secondary School Leaving Certificate) - 2007

S.V.M SCHOOL Chennai Tamilnadu

Main Subject: Science, History, Geography Biology, Maths.

Personal Profile

Father's Name	:	T.Gajendran
Date of Birth	:	01-03-1991
Languages known	:	Tamil, English
Permanent Address	:	G.Magesh No.39/56, vedhagiri street Chintadripet, Chennai - 600002
Nationality	:	India

Acknowledgement

I hereby declare that all the details furnished above are true to the best of my knowledge.

Date:

Place:

YOURS SINCERELY
(G. MAGESH)