

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)**