**Curriculum Vitae**

**IRFAN**

**Irfan.359327@2freemail.com**

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| **Objective** |

To pursue a rewarding career with an organization that gives me an opportunity for taking on greater responsibilities and newer challenges while providing an atmosphere for personal and professional growth.

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| **ACADEMIC PROFILE** |

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| **Qualification** | **Year of Passing** | **Stream** | **Board/University** | **Class** |
| T.Y.B.Com | 2010 | Commerce | Mumbai | Second |
| H.S.C | 2006 | Commerce | Mumbai | Second |
| S.S.C | 2004 | English | Maharashtra | Second |

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| **Known Packages** |

* AS400 Applications – ResourceLink Aurora
* Service Manger Ticketing System (SM9)
* MS-Word, MS-Excel, MS-PowerPoint & Internet Applications.
* Typing Speed 30w.p.m with 80% accuracy.
* Content Manager
* Solution Series & Siebel

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| **Working Experience** |

* **Aon India Services Pvt. Ltd:**

**New Mumbai. – 11th December 2014 – 24th November 2016 (Team Member US Payroll, US Solutions Series Client)**

**Job Profile: [Maintaining voluntary and involuntary Deduction (Garnishment Process) US Payroll]: Solution Series Client Garnishment Shared Services.**

* Creation of voluntary and involuntary US Payroll deductions such as: Child Support, Spousal Support, Consumer Garnishment, Federal Debts, Statelocal levy (tax and non - tax), Payment Forms, IRS voluntary orders as well as involuntary orders , Agency Inquiries and Siebel SR processing of other documents.
* Prioritizing and Processing of time sensitive documents.
* Maintaining reports of Aging documents and managing queue accordingly.
* Creation and execution of planning to complete court orders in aging as per Client requirement.
* Configuring queries in Solution Series for faster payline validation and monitoring of Watch Folder before Payrun.
* Creating and maintaining correspondence report for onshore monitoring of Payline.
* Creation of remittance payment addresses in Solution Series for Payment.
* Production with effect to ageing in volumes and accuracy with regards to keeping Client satisfaction is top priority.
* Simulation Payroll run for validating payroll entries before actual Payroll for accuracy check of Payline validation.
* Answers and correspondence to court and creditor in garnishment process.
* Successfully Completed US Payroll Level 1.
* **Cybercom Datamatics Information Solution:**

**Tenure: From 12th March 2014 to 01st September 2014 (Senior Consultant)**

Working as a Single point of Contact between end users, stakeholders, internal technical team, other teams across geographies and the vendors; overall responsible for the resolution of issues.

* **Job Profile:**
* Vendor Coordination during high severity cases.
* Ensure that activities within a process are being performed at a high level of quality and that it meets its associated Service Level Agreements or Operational Level Agreements.
* Ensure that Incidents assigned to their Support Groups are resolved and that service is restored.
* Monitor the Incidents and manage workload in their respective queues to ensure that SLAs and OLAs are respected.
* Driving the efficiency and effectiveness of the incident management process.
* Monitoring the effectiveness of incident management and making recommendations for improvement.
* Developing and maintaining the incident management system.
* Manage and update Service Catalogue and documenting other internal processes.
* Analyze reports and alerts received from external monitoring tools and initiate problem management process if required.
* Ensure ownerships of incidents including high severity cases.
* Responsible for effectively communicating with stakeholders in all layers within the organization, both verbal and written.
* Reviewing and auditing the process. Ensuring that all IT teams follow the incident management process for every incident.
* **NGA HR India Pvt. Ltd:**

**Tenure: From 07th February 2011 to 31stAugust 2012(Payroll Administrator)**

Major supplier of software applications and outsourcing solutions to the public services, human resources and corporate markets and is also the largest HR and payroll application provider in UK.

* **Job Profile:**
* Working effectively as a Payroll Administrator (Leeds provider in UK) on Resource Link Platform.
* To process the payrolls by meeting the obligations such as TAT & accuracy levels as specified.
* Updated standard operating procedure (SOP) to ensure smooth flow of processes as and when required.
* To provide an effective and efficient payroll service to customers, ensuring the accurate and timely payment of their employees’ salaries.
* Respond to requests, queries and complaints from external customers in a friendly and efficient manner so as to enhance customer loyalty.
* Timely & Accurate compliance to monthly/Weekly/Daily all kinds of reporting & Tracking to Line Managers/SME/Onshore without any reminders.
* Impart Training to new joiners pertaining to UK payroll concepts and system.
* Have satisfactory knowledge on preparation and use of Cognos which enabled process improvement.

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| **STRENGTH** |

* Excellent leadership, interpersonal and communication skills.
* Training and developing team members, having hands on approach and leading by example
* Excellent grooming standards.
* Accountable and resilient, commitment to delivering a high level of service.
* Ability to work under pressure, ability to work on your own and as part of a team.

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| **HOBBIES** |

* Making new friends, Playing cricket & Travelling.

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| **PERSONAL DETAILS** |

**Date of Birth :** 25thAugust 1988

**Sex :** Male.

**Marital Status :** Single.

**Nationality :** Indian.

**Date of Expiry** **:** 22/04/2019

**Visa Status :** Visit

**Languages known (Read, Write, and Speak)**: English, Hindi and Marathi.

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| **DECLARATION** |

I hereby proclaim that the information furnished above is true to the best of my knowledge

**Date: -**

**Place: (IRFAN SHAIKH)**