CURRICULAM VITAE



CHINNAPPA

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**Objective**

A Self-motivated, flexible, creative, hard-working, deadline oriented individual possessing excellent interpersonal and communication skills. A good team player with team building and problem solving capacities.

**EXPERIENCE**

HR ADMIN/RECRUITMENT/PAYROLL/PMS/CUSTOMER SERVICE/COLLECTION/TRAINING AND DEVELOPMENT/SALES

**Educational Qualification**

**Qualification :** Master Degree **-** International MBA- HR

**Qualification :** Bachelor of Arts (English Literature)

**Institution :** Bangalore University

**Qualification :** PUC – Accounts, Commerce

**Institution :** St. Mary’s Pre-University College

**Technical Skills** : MS Word, MS Excel

MS PowerPoint, MS Outlook

Taleo Applications, PeopleSoft, Ultipro, SAP

**Certifications**

-Trained and Certified on PAYROLL/CORE HR/HR RECRUITMENT/Compensation by AJAX Management Consultancy

- Received OPERATIONS SUMMIT AWARDS – NUMERO UNO

-Worked as an English Teacher for 1 year at St. Anthony’s Matriculation High School

-Worked as a Music Teacher (Piano)- Part time

**Employment History**

**Job Title: ACTING TEAM LEAD – 2013 – 2016**

**(GOOGLE HR- APAC/CANADA/NORTH AMERICA - HR PAYROLL)-ACCENTURE**

* Processing End to End HR payroll for APAC/North America and Canada for Google Employees
* Training new candidates on payroll activities
* Performing audits on tasks performed by new candidates & auditing daily payroll activities
* Open Payroll, Close Payroll, Creating paychecks, Processing Manual checks for Termed Employees- APAC/North America and Canada
* Taking care of time keeping activities of Hourly employees
* Providing Compensation reports to PWC (Price Water House) team
* Sending payroll register to the accounting team
* Auditing compliance dashboard tasks to check if Deloitte has deposited taxes on behalf of Google
* Taking care of regular and Bulk stocks for Google Employees.

**Employer: JPMorgan Chase – 5 Years**

**Job Title: Senior Associate**

**Human Resource Service Delivery HRSD - Escalation Team (Recruitment/Policies/Time and Attendance/Payroll/Training/Quality**

**Period:** 17th September 2007 –13th July 2012.

**Job Responsibilities:**

* Helping the candidates to log on to our career websites.
* Pre-screening employee’s resumes
* Sending invitation for interviews
* Conducting face to face interviews
* On-boarding FTs and Contract employees
* Filing employees records
* Keeping track of their Time and Attendance

(Regular, Vacation, Sick & Personal time off)

* Taking care of employees’ payroll & creating pay sheets with all deductions.
* Taking care of employees’ full and final settlement & PF and processing Gratuity

if necessary.

* Manage Direct deposit rejects queries and processing payments accordingly
* Processing Manual payments for employees in hardship
* Reconciliation of payroll accounts.
* Processing Commission calculation and payments.
  + 1. When the employees go on any kind of Leave of Absence, we process pay according to the LOA- based on the years of service in the company and pay the regular pay from the company and make sure they get paid the other relevant pay from the

LOA service providers as well (STD, LTD, Military Leave, Parental Leave, Maternity

Leave, Family Medical Leave)

**Employer: HSBC – 1.5 Years**

**Job Title: FRAUD PREVENTION ANALYST**

**Period:** 19th Dec 2005-June 2007

**Job Description:**

* Monitoring card activities of our privileged customers.
* Assisting card holders in their transaction queries on Credit and DebitCards
* Blocking the card if transactions are suspicious
* Call the customers and unblock the cards if transactions are genuine
* Support customers to avoid using cards from fraudulent stores.
* Support Inbound & Outbound calls to provide resolutions.
* Upgrading cards
* Making sales
* Support Falcon Software for card activities.
* Instructing customers to use card in a proper way when they travel abroad.
* Support Customer Service representatives when calls are transferred for fraud queries. Converting inbound and outbound call to sales.

**Employer: MPHASIS - Collection**

* Worked for a collection process – USA Citi Cards
* Collecting cheques or taking of promise of payments when it goes to 7th bucket
* Processing payment details to third party
* Upgrading cards once payment is made and Converting inbound and outbound call to sales.

**Personal Details:**

* Date of Birth : 02-05-1980
* Nationality : Indian
* Languages Known : English, Kannada, Hindi, Tamil & Telugu
* Marital Status : Married