**Chitra Khanchandani**

**Objective**

**Keen to find a challenging position within an ambitious organization where I will be able to continue to increase my application Delivery and IT experience & develop my abilities.**

**Core Competencies include:**

* Proficient in Project Management and Service Management in the Finance, HR and IT industry specializing in processes & services that add definite value to the Customer& providing valuable suggestions for efficiency enhancement.
* Skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals.
* Excellent verbal and written communication skills.

**DOMAIN: Technical service Engineer**

**1. Company : Alight Solutions PVT LTD.**

**Project : Work force management, time and absence management**

**Designation : IT Business Tech Analyst**

**Tenure : July 2019 to Present**

**KEY HIGHLIGHTS:**

* Project coordination, understanding requirements of the clients.
* Travelling to client location and customizing the application as per their needs (for APAC region).
* Building interfaces with the help of Kronos partners.
* Post go live support provided
* Cross trained on Workday cloud HCM core.

**Duties**:

* Attending daily client calls for post and pre project go live
* Testing the customized product and assist in achieving the budgeted/promised changes.
* Checking for the interface runs and updating SFTP production site with the missed changes.
* Coordinating with partners for any clarifications/updates.
* Conducting internal audits for the Integration adherence as an adhoc activity

**DOMAIN: Technical service Engineer**

**1. Company : Altisource Business Solutions PVT LTD.**

**Project :Work force management, time and absence management, leave management**

**Designation : Senior Technical services Engineer**

**Tenure : July 2013 to July 2019**

**KEY HIGHLIGHTS:**

* Handled interactions with end users, coordinate L1&L2 support, and participate in configuration and rollouts.
* Provided technical support for Kronos WFC and terminals both version 6.3 and 8.
* Troubleshooting any technical issues including terminal and biometric issues
* Managing ongoing support services.
* Deliver timely solutions to customers while maintaining a high level of customer satisfaction.
* Extensive experience of payroll administration, time sheets and benefit plans.
* Having a flexible and helpful attitude towards work and able to maintain accurate employee records and keep senior management informed about changes in the payroll process.
* Experience of providing a payroll service and HR policies explanation to practice clients with up to 5000 employees.
* Experience of working in a fast paced, customer focused payroll department.
* Ability to do manual calculations as well as being competent with payroll systems.
* Able to work own initiative and adhere to strict deadlines.
* Strong communication skills to assist with timely query resolution.
* Aware of the legislation associated with the processing of sensitive personal data.
* Testing conducted for Philippines project in development and production environments.
* Co ordinated with the Kronos global provider for the failed cases and worked on channel requests.
* Post go live support provided
* Created documents for the new projects pertaining to Kronos.

**Duties**:

* Arranging the payment of staff salaries through the computerized payroll system called Kronos.
* Calculating and recording sickness payments and processing time sheets.
* Calculating payroll from timesheets and general payroll administration.
* Ensuring all permanent & temporary staff are paid on time.
* Maintaining accurate records of sick/maternity/parental leave.
* Completion and submission of payroll year end.
* Providing training & support to new employees and more junior members of the team.
* Attach new employees to the computerized pay system.
* Processing expenses and overtime claims.
* Answering queries from staff or external bodies promptly.
* Undertaking calculations relating to payroll queries, overpayment and maternity.

**DOMAIN: Team Coach**

**2. Company : Accenture Service Pvt. Ltd., Mumbai.**

**Project : AIS (Accenture Insurance Services)**

**Designation : Team Coach/SME**

**Tenure : April 2008 TO Feb 2012.**

**KEY HIGHLIGHTS:**

* Leading a team of 10 customer service representative. Responsibility includes training the task to customer service representatives.
* Responsibilities of a Training coach include training regarding systems and entry for new business quotes, billing and endorsements on phone.
* Sound knowledge of the basic insurance policies and procedures.
* Exceptionally good communication skills with the great ability to demonstrate and explain the things.
* Great skills of management and organizing the things with the great ease.
* Prepare reports, documents and presentations.
* Provide training in house for update or new system release. Provide backup assistance for rating, processing and handling assignment.
  + **Measurement and Analysis**
    - Service Level
    - Measure and monitor reports identifying and addressing root causes of error.
* **Experienced in Project Management for other projects within the current organization.**
  + Managing and tracking recruitment activities for the new project
  + Prepare process documentation as part of Knowledge Transfer process.
  + Prepare training plan schedule as per the project go-live date.
* Driving Information security across the floor.
* Coordinating projects for the set up standards with accountability for strategic utilization & deployment of available resources to achieve the targets.

**DOMAIN: CUSTOMER SERVICE**

**3. Company : Intelenet Service Pvt. Ltd., Mumbai.**

**Project : Britannia Music UK**

**Designation : S.CRM**

**Tenure : Dec 2004 till Sep 2005**

**KEY HIGHLIGHTS:**

* I used to assist the members of the Britannia Music and DVD club with their membership queries.
* I used to also help the new joiners in the process with their queries.
* Up selling/Cross selling was also a part of my SLA.

**DOMAIN: CUSTOMER SERVICE**

**4. Company : GTL Service Pvt. Ltd., Mumbai.**

**Project : Customer Relation**

**Designation : CRM**

**Tenure : May 2004 till Dec 2004**

**KEY HIGHLIGHTS:**

* I used to assist the customers with line fault complaints for Alpha telecom (UK)
* I used to be involved in inbound and outbound calling.

**ACADEMIC & CREDENTIALS**

2014 **MBA in OperationsManagement from ITM Kharghar**.

2004 **Graduation Bachelor of Commercefrom S.I.E.S college of Commerce, Science and Arts**.

**PERSONAL DOSSIER**

Date of Birth : 28th Aug 1983

Permanent Address : C-4/5, Kalash Udhyan,

Sector 11, plot no 23

Koparkhairane,

Navi Mumbai– 400709