

# Satyavan Halve

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## SUMMARY

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- Resourceful in ensuring high quality customer experience, customer satisfaction, while adhering to SLA's and TAT.
- Sound knowledge of handling the back-end operations and expertise in handling customer queries over the call, email or chat channel.
- Possess excellent interpersonal, communication and organizational skills

## PROFESSIONAL EXPERIENCE

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**WNS Global Services Pvt. Ltd. (Sr. Associate)** **May 2016 – May 2024**  
**Client- Ryder (Dedicated Transportation System – US Payroll & Billing)**

- Accountable for allocated location drivers trip entries including payroll adjustments and payroll.
- Update all the payroll spreadsheet as per timesheet, workday, PTO requests, floater pay and holiday pay.
- Processing Ryder employee's payroll for weekly
- Good Knowledge of FLSA, FMLA, LOA rules
- Knowledge of Federal tax, State and local taxes, Medical taxes, 401K.
- Timesheet processing, Statutory leaves, OT, auditing of Overpayment.
- Processing and audits of separation, Loans, Bank details.
- Preparing and publishing weekly payroll and Billing reports.
- Calculation, Processing and auditing for Sickness, Paternity, Maternity.
- Responsible to send payroll related reports to the location manager for payroll approval.
- Responsible to send all payroll ECR if requested.
- Handled billing for the location and billing related reports.
- Reconciliation of payroll and billing on weekly basis.
- Responsible to upload all required reports with signed copy as per SOX compliance on SharePoint.
- Worked on **Citrix, Workday HCM, SharePoint.**

### Highlights:

- Contributed in the transition of DTS (Dedicated Transportation System) pilot process, setting it up to ensure smooth transition.
- Played a key role in training the payroll to new member.
- Ability to work on a deadline and handle pressure.
- Bagged League of Championship award for process excellence.

**Mphasis PVT LTD as Sr. Transaction Processing Officer.**

**Aug 2015 - Mar 2016**

**Process: Tru-Green (Client- US client process)**

**Role:**

- To deal with the Lawn Services provided to the customers and Charge the customer as per services Provided.
- Open a different types of retirement investment accounts like IRA, Roth IRA, 401K, LLC accts, CRA, Joint tenant, Decedent accts fund transfer, Trust accts.
- To deal with the distribution of fund from IRA accounts.
- Worked on Oracle, Client Central.

**Highlights:**

- Customer appreciation for excellent accuracy.
- Received SOW (Spirit of Winning) award two times.

**TBSSL Company as a Sr. Customer Care Associate.**

**Sep 2009 - Apr 2013**

**Process: TATA Motors-Inbound**

**Role:**

- To deal with the Indian customer for Enquires, Complaints and Breakdown services. Provided.
- Inbound calls service
- Call taken for one year & then move in to Audit Team.
- Back Office, Data, Excel Etc.

### **Personal Information**

<b>Full Name</b>	:	Satyavan Pramod Halve
<b>Father's name</b>	:	Pramod Sahadeo halve
<b>Mother's name</b>	:	Pratibha Pramod Halve
<b>Languages Known</b>	:	English, Hindi and Marathi.
<b>Date of Birth</b>	:	16/10/1987
<b>Nationality</b>	:	Indian
<b>Marital Status</b>	:	Married

**Permanent Address:** Saraswati Sadan, Ser no 18/2, Runwal Park,  
Dighi, Pune -411015

## **EDUCATION**

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Bachelor of Business Administration with Grade "A" from IIMT, New Delhi.

HSC with 45% from HSC Dr. Ambedkar College, Yerewada, Pune.

SSC with 47% from NIOS, New Delhi. Hiranman Bankar school, Katraj.

## **DECLARATION**

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

**Date: -**

Yours Truly,

**Place: - Pune**

**Satyavan Pramod Halve**