**Darshan S**

**GET IN TOUCH**

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**SKILL-SET**

* **International Social Security Services - Global Mobility**
* **Tracking and Reporting**
* **Preparation of Certificate of Coverage (CoC)/A1 Certificates for US, UK and Switzerland countries**
* **Team Management**
* **Stakeholder/Client Relationship Management**
* **Billing/Invoice management**
* **Rebates/Claims Processing**
* **Price Protection**

**WORK EXPERIENCE - Overall experience of 8+ years**

**Ernst and Young -** September 2014 to June 2020

**Team -** Global Mobility - International Social Security Services

**Role -** Supervising Associate - I have handled 7 major clients and other ad-hoc clients by leading a team of 9+ Analysts, in which I was in charge to provide social security (global mobility) services to the employees of the client who are on assignment

* Co-ordinated with the client to determine the employees eligibility for social security services and manage the timely delivery of services offered
* Advise Business Partners of different global mobility policies and ensuring that the best approach for each employees is identified according primarily to the business’ drivers and secondly to the employees needs
* Partnering with respective foreign offices and regional HR to ensure timely and accurate delivery of the services required
* Established KPI’s, efficient workflow processes and monitored daily productivity
* Conducted regular risk assessments and quality assurance reviews. Led the team to perform above standard in quality assurance with scores of 99% and above every quarter, metric to meet was 5% or less error rate
* Excelled at improving client and stakeholder satisfaction by decreasing escalations, meeting the SLA’s and by finding immediate solutions
* Conducted regular meetings with stakeholders and clients on a weekly basis to provide an update on the service offerings
* Review and give sign off for the A1/certificate of coverage applications prepared by analysts before submitting it to the government authorities
* Co-ordinated with the employees and home/host country offices to obtain required information
* Co-ordinated with Social Security authorities (US), HMRC (UK) and foreign offices for an update on the A1/certificate of coverage applications
* Review, validate and approve any Out of Scope service (OOS) requests submitted by foreign offices
* Generate billing schedules to the stake holders, clients and foreign offices for the services provided
* Validate the invoice received for any duplicate or withholding records and dispute the same with the billing team
* Identify the unbilled services and pro-actively send the billing schedule to the concerned team to raise the invoice within the given timeframe
* Performing quality checks of the deliverables handled by the team members
* Preparation and documentation of the processes involved in the service offering
* Handled the transition work of new clients to the team like process set up, obtaining the data from previous service providers etc.
* Delivered monthly scorecard one-on-one meetings with team members for coaching and motivation to drive production and accuracy in efforts to meet and exceed individual and departmental expectations
* Point of escalation to the client and stakeholders for any urgent and important tasks/queries
* Plan, direct and co-ordinate on the budget management and staff planning for the team
* Auditing the process and services offered by conducting brain storming sessions with managers/team leads to identify process gaps (if any) and provide solution
* Participated in quarterly and yearly performance reviews sessions and provided appropriate feedback like areas of improvements and excellence

**Reporting**: Preparation of the dashboards for internal stakeholders, clients and foreign offices on a weekly/monthly/quarterly basis.

* Payroll Report, Spotfire, SLA Report, Expiring Certificate Reports, CoC Status report to client, and Monthly Status Reports to foreign offices

**Process efficiency initiatives:**

* Worked with technology team in designing a share point database which replaced the multiple excel trackers managed by the team
* Based on my contribution to the service line with different ideas, I have been given a role to lead any implementation of Automation/technology for our team
* Provided process improvement idea to reduce email exchange with assignees, which did not only save the time but also eliminated Q&RM issue

**Awards and Achievements:**

* Worked directly with the partner of the clients
* Received excellent feedback from stakeholders on a regular basis for maintaining the client and stakeholder relationship
* Received multiple spot awards and quarterly awards
* Received huge appreciation from stakeholders for pro-actively taking up the most challenging and quirky client in the team by delivering excellent client service, maintaining SLA and clearing backlogs

**Hewlett-Packard Ltd -** January 2012 to May 2014

**Team -** Customer Management and Price Protection

**Role** - **Process Associate** - Reviewing the claims submitted by distributors and pay the rebates. Also, validate the price drop of the product and pay any loss incurred to the distributors.

**Canada Claims Processing:**

• Providing Backend Rebates to the distributor who purchase products from Hewlett Packard

* Verify the invoice submitted by distributor to check for duplicate records and process the claims accurately
* Used SQL query to check the duplicate of products to avoid disputes in the billing
* Reconciliation of invoices which does not matches our records and query the same with distributors
* Approve the invoice and provide a detailed report to the billing team on a daily basis
* Co-ordinated with stakeholders on a regular basis to ensure the payments are approved within SLA

**Canada Price Protection:**

• Providing price protection for partners when they experience loss due to market fluctuation for HP products

• Validate all the credits passed by claim processing team and process payment using SAP

• Verifying the shipment records and product details in SAP (FICO) tool

• Performing effective QC for all the claims processed under Price protection process

**TECHNICAL SKILLS**

* Proficient in MS - Office (Excel, Power point, Word)
* Microsoft SharePoint
* SAP (FICO)
* Spotfire
* EY Internal database tools
* Adept in internet applications

**EDUCATION**

* 2015 - MBA (Finance and Information technology) from Karnataka State Open University (KSOU)
* 2011 - Bachelor of Science from Vijaya College (Bangalore University)

**PERSONAL DETAILS**

* **DOB**: 08 July 1990
* **Languages**: English, Hindi and Kannada
* **Passport**: Available
* **Marital Status**: Single