

# Chetan Thapar

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DOB: 19-02-1991

## Technical Knowledge:

- Citrix
- BlueZone
- AWS
- Workbench
- TBA (Total benefits administration)
- Advanced table editor
- IBM Notes
- Tableau

## Achievements:

- Rewarded WOW certificate
- Appreciation from Clients

Competent senior Associate with ~7 years background in client servicing, managing vendor issues, client coordination; Business partner invoices approvals, preparing MIS(s), documentation, compliance checks. Ambitious, driven and committed to maintaining precise database accelerating customer satisfaction.

## WORK EXPERIENCE

- **Benefits Ops Administrator at Wipro HR Services Pvt. Ltd – Digital Ops & Platforms** (February 2019 till date)
  - Identified and resolved process issues to encourage smoother procedures, more efficient workflow and overall business growth
  - Prepared checks and assisted with payroll duties
  - Maintained account accuracy by reviewing and reconciling checks monthly
  - Resolve queries according to standard procedures and within agreed targets in order to ensure participant satisfaction.
  - Maintain and consolidate documentation of SOPs/Operating Instructions.
  - Periodical updation of Blueprints for different processes
  - Serve as primary contact for plan vendors and third-party administrators.
  - Coordinate transfer of data to external contacts for services, premiums and plan administration.
  - Document and maintain administrative procedures for assigned benefits processes.
  - Ensure compliance with applicable government regulations.
  - Preparing MIS capturing the accuracy of required reporting
- **Operations Manager at Cenit Advisory, Noida** (August 2018 – November 2018)
  - Plan and schedule audit programs
  - Analyze financial records, statements, data and reports
  - Train as well as mentor audit staff and audit assistants
  - Participates as well as acts as a lead auditor during review of compliance
  - Establishing flow of activities and risk mitigation procedures
- **Senior Operations Executive – Risk Management Solutions at D&B - Dun & Bradstreet Information Services India Pvt Ltd** (March 2014 - July 2018)
  - Assist in handling Due Diligence for high revenue key accounts.
  - Assisting analysts in execution of different types of assessments – channel partner assessment (franchise), dealership assessment, supplier assessment, due diligence assessment, compliance assessment, customer risk assessment, customer credit assessment
  - Accessing and downloading key documents from Ministry of Corporate (MCA) to support discrete or/and concrete assessment reporting
  - Ensure compliance in Document Collection & Follow-up TAT
  - Highlight corporate intervention / sales revert cases on same day as and when observed
  - Inter-departmental liaisoning for communicating right information to internal and external stakeholders
  - Ensure that the case is finished with in TAT, adequate follow ups are done with the subject/ internally/ client. In case of any challenges, requisite mails/calls are being marked/done to the stakeholders & adequate follow ups are done on the same unless & until the same is resolved

## ACADEMIC QUALIFICATION

Degree	Board/ University	Year
CCC Examination	NIELIT (National Institute of Electronics and Information Technology, Delhi)	2014
Information Communication Technology (Basic)	Delhi University	2014
Bachelors in Commerce	Delhi University	2012
Intermediate	CBSE	2009
Matriculation	CBSE	2007