

Peter Kumar

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CAREER ASPIRATION

Seeking challenging and managerial assignments in Training and Transitions F&A Operations/New Business Transition /Client Management / People Management/Customer Service in BPO

PROFESSIONAL PROFILE



- **Around 7+ years'** experience in F&A Operations Management.
- Successfully Handled 3 onsite transition and 5 offshore transition
- In depth knowledge of day to day operations in business operations with rich experience in handling operations, training and transition.
- Lead new transitions in Finance & Accounting from training and operation stand point. The role involves analyzing the process readiness, process in scope, skill set, technology readiness, Hiring readiness, documentation (SOP & Training collateral) and sign-off from client.
- Possess excellent interpersonal, communication and organizational skills with proven abilities in analytics, training & development, customer relationship management and planning.
- Excellent skills in using the Microsoft Office products, especially with Excel and PowerPoint.

ACHIVEMENTS



Significant Highlights:

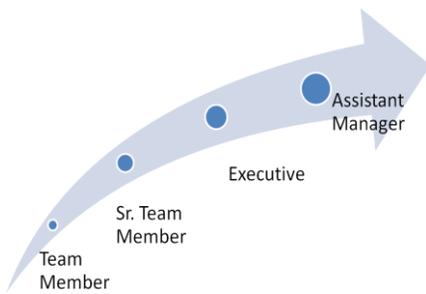
- Certificate of Pragati: Continuous improvement in work place: Wipro BPO: June 2010 – “Kaizen project on CAPEX report on Fixed Assets”.
- Project support head of WIPRO BPO NEW BUSINESS TRANSITION Finance & Accounts “Domain.
- Deliver training (F&A Domain & Technical)for college students as part of rural BPO concept
- Deliver BU induction & pre-process
- Certificate of Achievement :Operations: (Sep: 2010): Wipro
- Certificate of Excellence: Best Team:(Nov: 2010): Wipro
- Lead SPOC for audits COBC(Certificate of Basic Competence),RCSA(Risk control self assessment)

CAREER CONTOUR

Feb 2013 – Till date DISYS, Chennai

[Role Handled: Assistant Manager –F&A Operations- till date]

- Handling F&A operations for DISYS (US) – Accounts Payable.
- Accountable for the TAT and SLA.



- Consistently interact with Project Heads in understanding their operational challenges and also Liaise with other business units within the organization to resolve the issues.
- Preparation of Monthly dashboard and present the same to management.
- Pilot batch for account payable operation
- Training (KA) was successfully completed through offshore (WebEx and telephone)

Oct 2009 – Present WIPRO , Chennai (3.3 years)

[Role Handled: Executive (KA/KT Specialist)]

Responsibility / KRA New Transition Accounts

- Lead new transitions in Finance & Accounting. The role involves analyzing the process readiness, process in scope, skill set, technology readiness, Hiring readiness, documentation, monitoring transition plan and sign-off from client.
- Identify the pre-process training needs, finalize on the onsite/offshore training plans for the process transition; ensure smooth Knowledge Transfer and certification of resources.
- Ensure that all training milestones are met during due diligence and transition phase for a new account migration
- Ensure that the resources are ready before the KA team reaches onsite location
- Responsible for analyzing and identifying the new transition methodologies based on the complexity of the processes and implementing the same
- Ensure all Training content/Sops are prepared and signed off during transition/before go live.
- Work very closely with the client and identify the client's training readiness and roll out a gap completion plan
- Complete competency mapping for the process as per the JDs and client feedback.
- Ensure that the onsite training runs smoothly as per the onsite training plan.
- Responsible for certification of all resources before Go Live
- Responsible for standardization of complete training function as per defined norms and SLAs and handover to the steady state manager, once all sub processes go live successfully.
- Gather updates from the operations floor and the feedback from the governance team to make relevant changes to the training content, delivery style or assessment technique

Key process / Transitions handled in Wipro from 2009 to 2013:

Onsite Project: Finance & Accounts - BPMS Bank Accounting – Transition (4 members), China

Duration: **Feb '10 to Mar'10**

Achievements:

- Documentation of Bank Accounting Process for Leading Telecom Company in (Shanghai) China
- Created the SOP(Standard Operating Procedure) for all activities in Bank

Accounting Process

- Created Process Maps, SIPOC, FMEA and TM Sheet
- Created the Training Content for KT training delivery
- All documentation created was signed off by the Client within Project timelines

Onsite Project: Finance & Accounts - Fixed Asset – Transition (2 members), US

Duration: **May'10 to June'10**

Achievements:

- Created the SOP(Standard Operating Procedure) for all activities in Fixed Asset (General Ledger)
- Created Process Maps, SIPOC, FMEA, TM Sheet and Training Content
- Delivered the Knowledge Transfer sessions to all Offshore resources on Process Knowledge & Activities
- Identified the Monthly Metrics for Fixed Asset Metrics to be monitored and reported to the Client & Wipro Management team
- Handled Client/ Customer escalations and also implement Preventive action

Offshore Project: Return Order Management (33 members) – Retail industry, UK

Duration: **September'11 to September'11**

Achievements:

- Created training plan for a non-existing process
- Software identification & proposal, implemented the ERP system

Offshore Project: Accounts Payable – Inter Unit (3 members) – Leading Telecom company, USA

Duration: **November'11 to December'12**

Achievements:

- Measure offshore training effectiveness, create & publish weekly & monthly dashboard
- Ensure offshore resource certification
- Delivered induction and pre-process training for offshore resources

Onsite Project: Procurement - Master Data Management (12 members) – Leading chemical manufacturing Client, USA

Duration: **April'12 to August'12**

Achievements:

- Created the SOP(Standard Operating Procedure) for vendor management & pricing
- Created Process Maps, SIPOC, FMEA and floor policy

- All documentation created was signed off by the Client within Project timelines
- Trained & certified offshore resources, met Go-live timelines
- Governance structure created

May 2006 – Sep 2009 FORD BUSINESS SERVICES CENTER , Chennai (3.4 years)

[Role Handled: Team Member & Sr. Team Member]

Key Responsibility performed

- Process paper Invoices in QAD ERP
- Raising Appropriate Debits and Credits
- Handling E-Mails in Talisma (An advanced E-Mail Management)
- Confirmation / auditing the invoices
- Imports Payment Processing
- Liaison with the Supplier to resolve the issues with regard to problematic invoices
- Checking the correctness of the Entries and passing the adjustment entries wherever required
- Monitoring the Rejected shipments and charging the supplier accordingly
- Reconciling between Imaging system and Payable system in order to find out the outstanding unpaid invoices and open pending line items and rectify the same accordingly
- Payroll entries during month ends & Petty cash reconciliation
- Responsible for disbursing urgent checks / Payment run checks/Wire Transfer Payments (In case of Imports)
- Generate remittance advice details to suppliers
- Banks Charges entry – in case of difference in Bank Reconciliation Statement (BRS).
- TER – Travel Advance Payment / AMEX Card Payments / Travel Cards Settlements
- Monthly BRS Review with Plant
- Identifying and creating provision for the supplier in Debit Balance
- Treasury Disbursement
- Recovering while releasing payment run checks.
- Responsibility of handling Critical Mails / Reconciliation Activity and Managing Payable Operations.
- Matching the Sub-ledger and the General Ledger on monthly basis.
- Reconciliation of Sub ledger & General Ledger on monthly basis.
- Ageing Analysis for all the pending line items(Both Audited & Un-Audited Liability)
- Line Item Reconciliation on a daily monthly basis.
- Intercompany reconciliation and passing the JE for the same on month ends.
- Prepare Daily / weekly and Monthly metrics – Both Recons and Payables.
- Prepare monthly schedules like – Advance, Retention and Stale Accounts.
- Ensure Open items reconciliation Report are being downloaded properly on a daily basis
- Contact Payables for all Customer open line items ageing greater than 60 days

DOMAIN KNOWLEDGE



APPLICATIONS USED



TRAININGS DELIVERED



- Ensure the recovery is done for the payment made to the supplier
- Contact Supplier for remittance details for performing recovery
- Monitor & Analyze any disputes that are being reported by the supplier towards payments made

- F&A (Accounts Payables, Disbursement, Reconciliations, Travel & Expenses, Bank Accounting, Fixed Assets)
- Order Management – Return Order Management
- Master Data Management – Vendor & Pricing Management
- Training and knowledge Management
- Transition Management
- MIS Reporting Real Time Scheduling and Management
- Resource Management workflow

- End User to QAD for around 3 Years
- Extensive user of Visio
- Microsoft Excel, Word, PowerPoint
- Up skilled in SAP 4.7 & 6.0 version Finance Module (AP- Disbursement, T&E, FA, Reconciliation, Procurement- Vendor Management & Pricing)

- New Hire Induction
- FAO pre-process training – AP, AR, GL & Procurement
- Technical Training like Basic MS office
- Due diligence training modules and KA/KT methodology for the DD team
- Business etiquette for new hires

SCHOLASTICS

Course	Year of Passing	Percentage Score
MBA	June 2006	74%
B Com	May 2004	64%
Higher Secondary	April 2001	69%
X th	April 1999	65%

PERSONAL DOSSIER

E-Mail : peter@gmail.com
Gender : Male
Marital Status : Single
Contact Number : 98*****
Languages : English/ Tamil
Nationality : Indian
Blood Group : O+
Passport No# : LK12121 (With Valid **United States Business Visa – Valid till 2022**)

Date: _____
Place: _____ Signature