

# DOROTHEA WATSICA

682 Rippin Circle, Dallas, TX

+1 (555) 739 7735

## EXPERIENCE

### HERMISTON, GOTTLIEB AND KUHIC

Boston, MA | Bpo Manager 03/2019 – present

- Develops and implements cost recovery methodology and processes for the allocation of shared expenses across the business customers to ensure optimal service delivery
- Reports financial performance to the Executive and Corporate Finance to enable sound decision making
- Manages internal and external financial audit engagements for the business unit and client agencies, and implementation of audit recommendations to meet organisational, statutory and Government requirements
- Leads and participates in financial and business reviews to improve and strengthen internal controls around business processes
- Engages with suppliers and customers to ensure invoices for services are correctly rendered and subsequently paid on a timely basis

### DURGAN, KEEBLER AND MOHR

Boston, MA | Bpo Manager 06/2013 – 09/2018

- You have a bachelor in engineering, economics or otherwise supply chain related
- You have a minimum of 8 years' experience as Purchasing Manager or similar
- You are experienced in leading global teams
- In the frame of GBS implementation & creation of BPO service for S2V to drive implementation of Target Operating Model & Core Model for the CHC countries
- In close cooperation with Regional S2V Heads, Global S2V solutions Head, Global Process Excellence S2V to ensure Core Model Adherence/ TOM compliance & streamlined & efficient end-2-end S2V operations worldwide for the Live CHC countries
- To develop methodology, strategy and framework for steady state Service Provider governance and ensure alignment with the overall company strategy

## EDUCATION

### PARSONS THE NEW SCHOOL FOR DESIGN

Bachelor's in Business

## SKILLS

- Proven performance history of delivery of Source 2 Pay & Travel 2 Expense processes or other e2e processes with a knowledge of current best practices
- Experience in managing Source2 Value operation
- Experience of working in a Global Business Services environment
- Good understanding of Internal Controls framework
- Experience of working with internal & external stakeholders across functions up to Executive level
- To drive design of Core Model at various required levels (Level 1-2; 4-5; 6-7 – there relevant) with the Head of S2V engineering & Core Model; Formalize roles & responsibilities between CHC retained organisation & outsourced operations in RACI
- To ensure formalization of S2V outsourced processes & operations with provider: contract & SLA. To ensure internal formalization: dedicated global RACIs, policies & procedures