VIJAY SAMUEL (HE/HIM)

Global Operations Leader | SSC/GBS | Digital Transformation | LSSBB, RPA Certified | D&A Strategy

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SUMMARY

Seasoned global business professional with extensive experience across diverse industries, leading large multi-geographic cultural teams in a matrix environment. proven track record in setting up & scaling up numerous GCCs, GICs with site operations and service delivery ownership

Global advisory board member at SSON Analytics, keynote/panel speaker at accredited industry forums with publications in leading industry journals. Top character strengths are Leadership, Judgement, Fairness, Social Intelligence & love of learning with an entrepreneurial mindset.

EXPERIENCE

Vice President - Head Of Operations

Annalect India (Omnicom Media Group)   📅 08/2023 - Present   📍 Bengaluru, India
🔗 https://www.annalect.com/in/

· Currently lead the Operations Org (1000+ members) for OGS (Omnicom Global Solutions) consisting of Enterprise Governance, Business Ops COE, which includes PM/PMO & RMG/WFM, REW/Office Experience, Global Shared Services, Business Performance Monitoring & Data Intelligence Reporting, Internal Audit, Master Data Management, Process Excellence Lab, and IT Infra/Network support for 4000+ employees across 06 locations within India. Report into the India COO Exec. Leadership & the Global COO/CFO based out of NY, US.

Global Director & India Site/Hub lead

Twilio Technology India Private Limited   📅 05/2021 - 08/2023   📍 Bengaluru, India
🔗 https://www.twilio.com/

· Site leadership for the Twilio India entity covering 850+ members, supporting core functions (R&D/Engineering, Go To Market, Professional Services, G&A) & coordinating with enabling functions (Finance/Payroll, Contracting, IT, Comms, HR/TA, legal/statutory compliance, REW) Resident Board of Director for 02 Indian Companies with Director Identification Number (DIN)
· Represent the global CFO Org with functional oversight as GPO for S2P, supported by fully hybrid teams operating in a "follow the sun" model, providing 24/5 coverage jointly partnering with outsourced Ops & contract staffing, supporting an 8K+ employee base, 5K+ vendor base across 4 platforms, 15 acquired entities in 20 countries with $3MN revenues.
· Responsible for building & leading a high-performance site, partnering with the global and local business leaders, helping define & deliver on the technology/business roadmaps as we execute scaling of the hub while actively embedding Twilio values, enabling world-class employee engagement, executing the site's talent charter & 'Great Place to Work' strategy.
· Regional Hub leader, Chair of the India Leadership Council, member of the POSH committee, the Controllership Engagement Forum, the Global Rewards & Recognition committee, a designated BAR Raiser recruiting top-notch talent, and ERG lead for Family Nest, promoting work-life balance. Report to the global VP, G&A & SVP R&D (India executive site sponsor)
· In collaboration with the Offices of the CDO/CIO, spearheaded development of the corporate business charter, establishing a Global Transformation Center of Excellence (COE), and developed a distributed integrated business services model that aimed to improve CSAT/NPS, while enhancing service commitment, quality, efficiency & Operational excellence.
· Execute the charter for modern, new-age business service 2.0 by leveraging new-age technologies (RPA, IDR, data mining, cognitive/ML, chatbots, analytics, etc) streamlining existing processes, leveraging LSS methodologies to improve organizational capabilities, drive process improvement, execute strategy, & reduce costs in excess of those provided by labor arbitrage and perform external industry benchmarking with Gartner, SSON, Hackett to maintain "best in class" status, aspiring to move from automated to autonomous finance.

GBS India Site Lead

**ESAB India Limited**   📅 07/2018 - 04/2021   📍 Chennai, India
🔗 https://www.esab.com/

· Headed the Captive GBS vertical, taking responsibility for service delivery, P&L/operating costs, recruitment and training, F&A, WFM, audit-SOX compliance, and vendor-legal contracts.
· Led a 200+ Org, supported by DR's (regional/functional tower leads) in a 24/7 environment across finance (PTP, OTC, RTR, T&E, FP&A), supply chain (MDM, PLM, aftermarket, sourcing/F&L), technology (Marcom, SDS), analytics, PMO, HR & IT support (Service Desk, UAM) for 5+ platforms and 50+ subsidiaries in 80+ countries, generating $2B sales revenues.
· Solid line reporting to GBS Director, Budapest, Hungary, & locally to the India CFO, Chennai.

Finance SSC Senior Manager

Vodafone India Services Private Limited   📅 08/2017 - 07/2018   📍 Pune, India
🔗 https://www.vodafone.com/business/home

· Led the cash management processes for the SA region, servicing Vodacom Group Ltd's customer base of 71M with annual revenues over $5B. Managed RTR function with oversight of Treasury, Transaction Cash Mgmt, Payments, OTC/Debtor's, Interconnect & Roaming with a combined receivable portfolio of $1.6 billion, ensuring timely and accurate accounting.
· Supported implementing the SA Fin Ops strategy, deploying S4 HANA for transactional processes moving through the phases of Migration, Implementation & Stabilization.
· Managed 40+ FTE's and reported to the AVP/Country Lead based out of Pune, India.

MY TIME
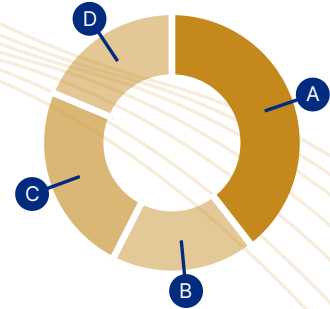
Ⓐ Site expansion & stakeholder partnership

Ⓑ Strategic direction & governance support

Ⓒ Drive process excellence & cost efficiency

Ⓓ Human capital, engagement & talent management

AWARDS

🏆 **Twilio Magic Owl Award Recipient - FY'22**
Exemplifying Being an Owner and Positron Values

🎖 **Top 20 Most Admired SSO ESAB India- FY'20**
Shared Services & Outsourcing Network (SSON)

KEY ACHIEVEMENTS

⚙ **Operating Strategy**

► Developed, designed, & rolled out the GBS organizational governance model in line with the Twilio road map. Target operating model in place for all service towers, leading to Opex reduction by 6%
► Completed Location Footprint Strategy partnering with LMO leading to scope expansion by 15% YoY, improved transfer pricing process, labor arbitrage tracking, & standardized pricing/chargeback structure delivering $1.2 MN working capital savings.
► Supported in setting up federated SSC's for IT/Tech services and HR while facilitating an independent MSP for Tier 1 tech support and integrated HRIS that led to employee self-service with a central global scanning solution for REW & process ideation platform for GTM.

☺ **CSAT/VOC Improvement**

► Implemented a bi-annual VOC survey using Open Forum Polly achieved stakeholder satisfaction at 9.1/10 & scored 4/5 on CSAT for Snow Inquiries, with feedback incorporated into the knowledge repository & reviewed process/policy changes.
► Published monthly Org newsletter and Comms handbook; policies developed to ensure consistent communication with internal and external requestors.
► Weekly Office Hours, Monthly Lunch & Learn, Virtual Help Desk to address queries/knowledge gaps

💡 **Process Digitization**

► Task Capture (UiPath) helped create DOP's for the controllership Org reducing manual effort by 70%.
► Prohance, a real-time workforce analytics platform, improved overall net productivity by 25%.
►Celonis (process mining) helped standardize and streamline processes by 60% reducing process outliers.
► Snow implemented for inquiries augmented by AI chatbots (Aisera) reducing human intervention by 90%.
► Continuous Control Monitoring/Internal Control Analytics POC with Protiviti to improve IA Compliance

EXPERIENCE

Finance COE Manager

ADP India Private Limited 📅 06/2015 - 08/2017 📍 Pune, India
🔗 https://in.adp.com/

· Responsible for the Order to Invoice (OVOE, Rates/Pricing, Contract Mgmt, Billing - Manual/Auto, Customer Inquiry, Quality & Reporting) processes for NA (US, Canada, Mexico) & NL regions in their Global Finance COE Org within the Quote to Cash function, supporting all 7 BU's of ADP, comprising 70,000+ active Ext Suppliers generating annual revenues of $5B
· Significant contribution to enhancing the India P&L account by achieving operational efficiency gains of 14% and increasing operating cash flow by 10%. Better ESO two-way integration with Oracle, which turns up to 50% of manual OE processing into automatic processing; setting priorities for billing integration, which led to more accuracy and fewer credits. Implementation of the Oracle standard billing solution and Siebel, which involved replacement of legacy ERP/CRM systems such as Big Machine, Kappa, and Mocha, resulted in faster order entry cycles and improved SLA/Efforts. Partnership with BPI Organization led to incremental savings of $1M. Implemented an outcome-based delivery model by identifying value buckets across the QTC function and providing analytics-based reporting support.
· Managed 90+ FTE's with direct reports (DM, AM & Consultant) operating out of Pune & Hyd locations, supported by staff involving team leads, senior analysts, analysts/SME's and senior associates. Reported to the Site leader, Pune and Director Corporate F&A based out of Hyd.

GFSS Manager

Avaya India Private Limited 📅 02/2007 - 06/2015 📍 Pune, India
🔗 https://www.avaya.com/en/

· Led the global invoice-to-pay process, cash disbursement, & Citidirect Operations operating out of the Pune delivery center & offshore outsourcing partners HOV (Chennai, Marietta, GA) & ADP (Pune, Roseland, NJ). Managed 50+ FTEs led by Deputy/Assistant Managers supported by staff involving Analysts/SME's & Finance Associates. Reported functionally to the Senior Director, APAC & AI, US & locally to the GFSS India Head on admin matters.
· Prior to this role, I was designated as Deputy Mgr/Process Lead for Master Data & Credit/Risk Mgmt. Function in the Corporate Treasury Org focused on driving revenue growth & bottom line improvements through sound business practices & strategic business planning while mitigating risk exposure & monitoring overdue/bad debts supported by AM, TL's, & multilingual (German, French, Swedish, Spanish) staff reporting to the Global Director, NJ, US.
· Initial role was as a Collections/Credit Analyst in the Quote to Cash Org accountable for the application of credit/collection policies, including assessment of the creditworthiness of potential/existing customers, consistent delivery of strong cash flow, & attainment of DSO goals by achieving cash collection of monthly receivable outstanding. Reported directly to the Global Accounts Receivable Finance Manager based out of Guildford, UK

Senior Process Associate

Accenture India Private Limited 📅 06/2005 - 12/2006 📍 Chennai, India
🔗 https://www.accenture.com/in-en

· Credit Control for Chubb Alarms Corporation, IE responsible for supporting/coordinating activities within the credit-to-payment cycle through maintenance/implementation of credit/collections business functions, ensuring compliance with corporate policies/procedures & adherence to the client's requirements. Reported to Ops delivery AM

Customer Support Representative

Allsec Technologies Limited 📅 10/2004 - 06/2005 📍 Chennai, India
🔗 https://www.allsectech.com/

· Provided consumer/commercial support on credit cards to customers of Compu Credit, US, in a call center environment fulfilling set objectives, successfully accomplished CSAT/NPS goals, & developed initiatives enhancing the customer experience. Reported to the Ops Team lead.

CRITICAL PROJECTS

Oracle Cloud ERP Migration - Twilio

📅 05/2021 - Present

Facilitated a successful ERP transition from the pre-existing legacy systems (NS, Coupa) to Oracle Cloud Fusion, encompassing all functional back office tracks. This included the redesign of the COA, in collaboration with PWC and the ongoing transformation of business processes, with Infosys (MSP) providing tier model support.

RPA Centre of Excellence (COE) - ESAB GBS India & Budapest

📅 07/2019 - 12/2020

RPA (UiPath) launched through a POC, in-house pilot, & implemented partnering with Certified Partner across finance & supply chain processes, with overall savings of 6x ROI achieved in 18 months. Team were trained, certified, creating a blended techno-functional workforce expanding scope to include ERPs - JDE, IScala, M3/Infor & Sap, CRMs: Blackline, Salesforce, High radius, along with OCR/IDR functionality from Abbyy.

P2P Architecture Transformation Initiative - Avaya

📅 03/2014 - 06/2016

Transitioned from Ariba to Coupa, cloud-based SaaS solution tool, which enhanced our capabilities and led to an annual cost savings of over $1.5M in indirect procurement. As part of the Core Project Team, operated out of the RTP-NC (US) location, driving completion of RFP/Selection, SOW, Blueprinting, Configuration/Integration, UAT, Training, Implementation, Business Process/Supplier Enablement, & final Onboarding.

KEY ACHIEVEMENTS

🎯 Operational Excellence

► BPM's successfully achieved with 92% KPI's in Green (RAG Dashboard) and automated manual reporting leveraging Alteryx and Tableau/GStudio used to showcase data presentations for MBR/QBR's.
► Zero Compliance deficiencies and built a "near miss" repository on Air table for the controllership with IA. RCA's completed for KPI miss outs with preventive checks introduced to proactively mitigate process lapses and maker/checker reviews with SOD in place.
► Qtrly BSR Flux reporting provided to CFO with a consistent focus on timely speed to close, Zero OOPA's. Process/Corporate Policies (T&E, C/C, Bad Debt, Procurement) updated reducing Admin effort by 50%
► Time & Motion Analysis updated for right FTE sizing and BCP maintained to manage contingencies

👤 People/Team Management

► Improved Employee Engagement (EES) average score/index by 5% bi-annually at 95%. Sustained 100% Retention while fostering Internal Mobility and driving Career Pathing thru SME/HIPO Roll-out. Implemented Competency Matrix, Skill Gap Analysis, 9 Blocker, Succession planning & OKRs as a critical thinking framework and Goal setting methodology
► Improved gender diversity ratio by 40% maintaining it at 1:1, Optimized Org Pyramid by restructuring the workplace mix, introduced re/right-skilling strategy building a competitive workforce and upskilled Team by introducing company sponsored certifications thru IOFM, Udemy & technical CPE courses. Sustain a rewarding culture thru "Hoots" & implement pay for performance strategy in line with company vision
► Supported creating/implementing a Future of work (FOW) workplace strategy with emphasis on Human-centric work design, alignment with "remote first" culture, talent/skill development and employee centric flexible work environment enhancing empowerment.
► Conducted G2G, GROW sessions for first time leaders and partnering with HR BP fostering DEI strategy conducting Inclusion Sensitivity workshops
► Conduct Monthly Town Halls, Quarterly Ex-com Fireside Chats, Org Round Tables/Skip levels & Fun @ Work engagement initiatives, Offsite events.

EDUCATION

Chief Digital Officer (CDO) Program
Indian School of Business (ISB)
📅 04/2024 - 01/2025 📍 India

PGDGM - Business Acumen, Leadership, Strategy and Innovation
Emeritus Institute MIT, Columbia, Tuck
📅 06/2018 - 06/2019 📍 Singapore & Dubai

GPA **9.74** / 10

Sr Exec Mgmt - Leadership, Mgmt & Strategy
Indian Institute of Management, Calcutta
📅 10/2015 - 12/2016 📍 Pune & Kolkata, India

MBA - International Business
Pondicherry University
📅 12/2006 - 10/2008 📍 Chennai & Pondy, India

M.Sc. - Psychology
Madras University
📅 10/2004 - 10/2006 📍 Chennai, India

CERTIFICATION

Business Analytics for Strategic Decisions - Jan'22
National University of Singapore. Credential ID - 44595681

Professional GBS® Master - March'23
Inixia partnering with SSON. ID: 033023-93. Cleared five distinct modules: Foundation, Service Management, Operations, Transformation & Leadership which awarded a GBS® Master