

Rounak Bhowmick

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Dynamic operations leader with 7+ years of senior management experience in healthcare, FMCG, and finance. Proven record of driving double-digit efficiency gains, optimizing KPIs across multi-site organizations, and leading cross-functional teams to exceed business objectives. Recognized for blending financial acumen with strategic execution to deliver sustainable growth and operational excellence.

PROFESSIONAL EXPERIENCE

Brightwater Senior Living – Director of Operations and Finance

July 2023 – Present

Halton and KWC Region, Ontario

- Provided comprehensive **administrative and accounting support** across multiple departments, ensuring accuracy and compliance with organizational SOPs. Utilized **SAP (Accounts Payable)** and **Logistics Integration (SAP)** to streamline procurement-to-payment processes, while incorporating **SAP Concur** for expense management and reporting efficiency. Leveraged **MS Excel** and **MS Word** to optimize workflows, enhance **customer service**, and improve overall operational performance.
- Applied strong **problem-solving skills**, analytical thinking, and communication abilities to coordinate cross-functional teams, facilitate conflict resolution, and align operations with corporate objectives. Demonstrated excellence in **deadline management** and maintained exceptional **attention to detail** across all accounting and administrative functions.
- Administered a **\$1.2M operating budget** and processed **\$800K in AP/AR transactions** through **SAP**, achieving **99% reporting accuracy** and identifying annual cost-saving opportunities of approximately **\$50K**. Enhanced internal controls by standardizing billing, collections, and reconciliation of over **1,000 resident accounts monthly**, ensuring compliance with **Ontario HCSS and LTC regulations**.
- Improved financial accuracy, audit readiness, and **customer service standards** through consistent process optimization and SAP-driven efficiency. Supported strategic growth initiatives by monitoring **KPIs**, implementing operational improvements, and leveraging data insights that increased occupancy from **87% to 95.6%** within one year.

Extendicare – Accounting Analyst, District Head

June 2021 – June 2023

Thunder Bay, Ontario

- Led **general ledger** and **accounting operations** by aligning financial processes with organizational policies and compliance standards. Streamlined accounting systems using **Workday, Yardi, and SAP (Accounts Payable)** to enhance operational efficiency by **20%**, reducing **month-end closing** from **10 to 7 days**.
- Provided **logistics** and **operational support** for **purchasing and accounts payable** workflows, ensuring accurate documentation and timely reporting. Utilized **Microsoft Excel (VLOOKUP and Pivot Tables)** to prepare reconciliations, analyze variances, and manage **EoY reports**, strengthening data reliability and transparency.
- Implemented **change management strategies** to optimize payment workflows, enhance internal controls, and deploy system improvements that increased **data accuracy by 15%** and reduced manual entry errors across departments.
- Monitored budgets, audits, and compliance activities to maintain **100% vendor compliance**, resolving **95% of system issues within 24 hours** and reducing **Days Sales Outstanding (DSO)** by **2 days**.
- Directed **team collaboration** across finance, operations, and leadership groups to oversee **\$2.5M+ in monthly accounts receivable** for LTC and healthcare facilities. Leveraged **Power BI dashboards** and analytical insights to drive **96% on-time collections**, achieve a **22% YoY reduction in outstanding balances**, and cut **aged receivables (90+ days)** by **30% within one fiscal year**.

Bank of Nova Scotia – Banking Advisor

May 2020 – May 2021

Thunder Bay, Ontario

- **Advised and managed a portfolio of 33 clients** within the financial services industry, applying strategic thinking to customize financial solutions that improved client satisfaction by 15.6% within 6 months.
- Consistently exceeded monthly sales and service targets by an average of 102%, contributing to \$125K in branch revenue growth in Q2 through effective **portfolio management and cross-selling**.
- Expanded the branch's client base by 18% through onboarding 12 new clients, leveraging **networking, referrals, and proactive community engagement to build strong client relationships**.

ITC Pvt Ltd - Regional Head, Marketing

Sep 2017 – Aug 2019

Kolkata, India

- Directed FMCG program operations and project management initiatives across seven provinces, leveraging SaaS tools and executive leadership to **drive 28% YoY sales growth**. Executed multi-channel brand campaigns focused on improving CSAT, customer success, and service excellence.
- Oversaw **product development** and launch for major CPG brands (Savlon, Engage, Yippee Noodles, Vivel), **generating \$980K in first-quarter revenue**. Applied strong negotiation, cross-sell strategies, and team mentoring to ensure competitive positioning and seamless market entry.
- Managed 50+ ATL & BTL projects with cross-functional teams (sales, supply chain, creative agencies), applying problem-solving and data-driven approaches to **improve retail availability by 28%**. Enhanced collaboration and customer support outcomes by aligning execution with CSAT improvement goals.
- Increased program efficiency by **reducing campaign turnaround times by 30% using SaaS-based dashboards** and advanced Excel tracking. Delivered regional insights to executive leadership that informed national strategy for a \$500K+ FMCG portfolio, driving continuous improvement in cross-sell performance and customer satisfaction.

British Petroleum - Marketing Executive

May 2015 – Sep 2016

Belfast, Northern Ireland

- Oversaw **digital and media campaigns for BP's Castrol and BP Ultimate brands**, reaching 250K consumers, improving engagements by 35%.
- Worked closely with analytics to **track KPIs**, measure campaign **ROIs leading to a 15% increase in marketing efficiency**.

EDUCATION

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- **MBA – Finance and Marketing** – Lakehead University, Thunder Bay, Canada.
 - **MPhil - Parliamentary Literature and Public Policy** - London School of Economics & Political Science
 - **MS – Mathematics** – Indian Institute of Technology, Kharagpur, India

SKILLS AND CERTIFICATIONS

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- **Certified Corporate Financial Planning and Analysis** – Wharton Executive Education
 - **Customer Analytics** – Wharton Executive Education
 - **Lean Six Sigma – Green, White and Yellow Belt** – Six Sigma Academy Amsterdam
 - **Operations Management** – University of Illinois
 - **Master Excel for Financial Analysis** – Corporate Financial Analysis
 - **Successful Negotiation – Essential Skills and Strategies** – University of Michigan
 - **Salesforce and Salesforce operations** - Salesforce
 - **Technical Knowledge:** Tableau, PMIS, Procura, Yardi, Workday
 - **Skills:** MS Office (MS Word & MS Excel), Adobe Photoshop, MS PowerPoint