



Goldy Mona. J

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CV Summary:

With total **(5.9 years)** of experience in Payable management, T&E with degree in BBM.

Current Profile:

Company- IBM India Pvt Ltd

Designation – Process Lead (T&E)

Experience – July 2016 – April 2022.

Profile – Managing a team in Accounts Payable T&E to drive customer satisfaction by achieving Green SLA every month and motivating, training and monitoring performance of team members to ensure the quality and timeliness metrics are met.

Competencies:

- Possess well-developed interpersonal skills and the ability to motivate, direct others and drive excellence and results.
- Handling Calls both in-bond and out-bond.
- Good problem solving and analytical skills.
- Committed to deadlines and schedules.
- Adapt well to changes and pressures in workplace.
- Quick learner with a positive attitude and highly competitive.
- **Having SAP FICO knowledge and have obtained certification from NICT**
- **Experience in managing team of 15 to 20 employees**

Work Profile

IBM India Pvt Ltd. (5.9 years)

Travel and Expense Reporting & Auditing (North America and EMEA):

- Verify and approve electronically received expense reports in accordance with agreed service standards and ensuring compliance to T&E policy.
- Strong experience working with data analysis tools (SAP Concur).
- Handling incoming and outgoing calls for employee inquiries and resolve Concur expense discrepancies.
- Review attached images and itineraries for clarity and entry verification. Collect any missing or unclear items and attach to reports Daily monitoring and correction of import/Export errors and provide root cause analyses
- Provides team members with information regarding travel procedures and assists with ensuring compliance with the Global Travel and Expense Policy
- Conducts training or assists in developing and presenting training for online and offline use of Concur.
- Prepare regular system generated reports including monthly and quarterly management reports. Review scheduled reports to make sure no errors in the runs. Identify newly requested reports not in existence and send to Supervisor for approval and creation request. Maintain desk procedures.

- Effectively communicate verbally including a good speaking voice, active listening skills and a pleasant and courteous manner
- Analyze the customer's request or complaint, evaluate issues and determine the correct course of action
- Performing Z-Table to find out blocked payments and work with the vendor team to create vendor account and release payments on time.
- Handling E-mail queries and Service now tickets.
- Preparing CCRS reports for the team.
- Processing Card applications and issuing Corporate credit cards to the employees for their business needs.
- Performing separations for the separated employees in Concur and ECC tool.
- Performing weekly activities like, Unapplied transactions, Unapplied Cash advance, Unapplied reports and Missing receipts reports.
- Bank statement posting in SAP on every month.

Projects:

IBM India Pvt Ltd.

- Agile team building activity (Creating Dash boards for team).
- Production trackers (for Audit, Service Desk and Card Admin process) to maintain the accurate counts of each individuals on daily and monthly basis.
- Quick solver project on "TAT maintaining in payable management team and implementing".

About the project: The follow up TAT in payable management team shows high error rate 26.24% due to:

- No proper follow ups for every alternate day.
- Missing ownership on tickets.
- Increase in break timing.
- Closing the case without resolution, missing on the follow-ups:

After the implementation of the project:

- Tickets assigned on time with ownership.
- Reduced break timing.
- Tickets closed with accurate resolution.
- Proper classroom training,
- Educate the staff on implication on supplier if not paying supplier on time.

Achievements:

IBM India Pvt Ltd.

- Received the Manager choice Award for providing best service to the stakeholders.
- Received cash award for best service to the stakeholders and being recognized and awarded extra miler cash Award for providing best service.
- Received Star of the Month Award for best Quality for the month of August.
- Received WOW Award for the best overall performance for last 6 quarters.
- Received Many Blue point's from my senior manager.
- Received seventy plus appreciation emails from clients for providing the best resolution..
- Represented team in Fun activities (Won Best team skit award).

Technical Skills/Soft Skills:

- Packages: Computer basics, MS – Word, Excel, PowerPoint, Outlook.
- ERP SAP (7.3), Concur.
- Classroom training on Business Communication Skills.
- **Completed of SAP FICO**
- Complete knowledge of Concur

- Comprehensive problem-solving abilities.
- Excellent verbal and written communication skills.
- Basic knowledge of Microsoft word, Excel, power point, Web search.
- **Typing Skill (50WPM).**
- Have ability to adapt with changes in a dynamic challenging industry as well as to work in multi-cultural environment.
- Strong team player and leadership skills.
- Ability to set priorities and manage multiple and complex objective
- Crash Tally

OTHER CURRICULAR ACTIVITIES:

- Sports (Athletics, Throw ball, Badminton etc.,)
- Reading books
- Singing

Languages:

English (Fluent)
Tamil (Native)

Kannada (Fluent)

Hindi (Basic)

Telugu (Fluent)

PERSONAL PROFILE:

Date of Birth : 29 – January - 1995
 Father Name : Goldy Mona
 Nationality : Indian
 Marital Status : Single
 Passport : P7185120 valid till 2027.

DECLARATION

I hereby declare that all the information furnished above is true to the best of my knowledge and experience.

Yours sincerely

Goldy Mona .J