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| **Zahir Shaikh** Senior Manager – BPS Services ***Dynamic & result-oriented professional with 17+ years of rich experience in the area of Service Delivery, Transformation, Solution Designing, Transitions, Quality, & Process Excellence in Outsourcing for F&A – P2P, O2C and R2R.***   * [zakshaikh@live.com](mailto:zakshaikh@live.com)  +91 96878 65566 | |
| **Executive Profile**   * Excellent working with multiple **domains such as Manufacturing, Retail, Telecommunication, Service, IT, Agriculture, Work force solutions, and Insurance industries** * Skilled in P**&L Management, Service Delivery, Shared Service Advisory, Operational Excellence, Business Process Transformation**, Large Complex Transition as well as FP&A, Working Capital Management, ERP Implementation * An astute performer with proven expertise in devising and effectuating policies aimed at ensuring **smooth running of Operations, Process Transition, Execution and Project Management** * Successfully undertaken several IT leadership and management roles in the areas of Delivery & Presales – with a strong focus on people, process and technology management * **Built and led large teams to stabilize and transform operations**, deliver sustainable business growth and improve profitability * **Fruitfully deliver to hard savings of 429 Million USD worth value as** Business Value Additions by re-engineering scores of business processes**, increased productivity by 100% in FP&A, 40 % in P2P, & 25 % in O2C** * Gained Global Exposure by **visiting 8 countries for** **Due Diligence, Transition, Transformation workshop, business review and strategy/management consulting** * A self-motivated and high growth professional with rich experience in supporting businesses**, mentoring teams, and working with global teams** * Successfully managed **large-scale client programs focused on business growth**, technology advancement and process improvement across functions on key organization initiatives * Capable of handling multiple jobs simultaneously, remains **composed under pressure and drives to meet deadlines** * An effective **communicator with excellent leadership**, management skill and strong analytical, problem solving and organizational abilities | **Most Proud Of**   |  |  | | --- | --- | |  | Achieved and delivered $ 429 Million worth of Business Value Additions to the customer | |  | Fruitfully delivering services for 15 countries | |  | Awarded as Contextual Master by TCS in 2021  Awarded by World's largest agriculture client for successful and smooth transition of AP Accounting in 2016  Received WNS CEO’s award of leadership excellence in 2008 |   **Key Impact Areas**   |  |  | | --- | --- | | Operations Management |  | | Transition Management |  | | Due Diligence |  | | Risk Management |  | | Strategic Planning & Modelling |  | | Shared Service Centre |  | | Project Management |  | | People Management & development |  | |
| **Professional Experience**  **Since Jun’10: Tata Consultancy Services, Gujarat as Delivery Head/Customer Leader**  **Accomplishments:**   * Managing the BPS F&A Operations for 15 countries and 2 delivery locations (India & Hungary) * Responsible for a team size of 70+ team members for one of the leading global manufacturing client having multiple in-scope countries. * Process currently managed includes operational activities related to P2P, O2C, R2R and RPA projects. * Accountable for P&L, financials projections, budgeting and forecasting of project having multiple SoW. * Consistently delivering on annual cost-saving targets with complete P&L ownership through a combined approach of continuous process improvements and implementation of best-practices as well as technological innovations. * Regular reviews and validation of FTE estimates and propose/drive/implement latest technological solutions for the project. Provide guidance to the team to ensure correct sizing and efficient delivery of the process. * Facilitate in the development of future leaders by active involvement in Mentorship. * Providing functional consultation to pre-sales and actively involved in proposal preparations (RFP, RFQ) * Responsible for achieving quarterly CSS/VOC * Worked as Due Diligence SME for P2P and R2R projects of various clients having global F&A operations. * Lead and manage transition of AP Accounting (Month End and Vendor Reconciliation) in Onsite (USA) * Streamline AP Accounting project by training Leads on Vendor Reconciliation and Month End process in define timelines of 6 months. Smoothly handed over the project to Delivery/Operations. * Lead and Managed Automation project for Vendor Reconciliation of more than 1500+ Recons to achieve productivity gain * Worked on FP&A project (OPEX)in Doha Qatar (Onsite deputation) to provide active support to finance leadership team for one of the leading telecommunication client. * Define and finalize the SLA, TAT, and CTQ’s for offshoring the process. * Driving continuous improvement of defined processes leading to delivery of value adds back to the customers. Initiate and drive more than 100 process improvement ideas which resulted into control process, cost saving and man hours saving.   **May’10 – Feb’14:** **NuFuture Digital India Ltd, India (A Future Group company), Ahmedabad as Manager (Business Services)**  **Accomplishments:**   * Handled team size of 70+ team members for P2P and O2C Tower of India’s leading retail customers * Handled muliple customers with different line of business within Retail (Big Bazar, Central, Brand Factory, Pantaloons etc.) * Part of the Leadership team in winning the Best Domestic Shared Service Centre in India (NFDIL) in 2011 by All India Management Association. * Responsible for Help desk, Invoice booking, Expense booking, Petty cash booking, On approval vendor consignment processes, Cash Management & Reconciliation, Payment process, Charge backs, Bank Reconciliation, Vendor Reconciliation, Quality Control and MIS * Handled Payments processing of over 300 crores monthly Lean Six Sigma * Instrumental in execution of Omni flow SAP Integration project which yielded productivity efficiency of 40% in Accounts Payables process * Driven the project of auto upload of receivables (difference media types) from POS (Plutus) into SAP.   **Sep’07 –May’10:** **WNS Global Service, Pune as Financial Analyst**  **Accomplishments:**   * Reported to Service Delivery Manager, processes directly managed, Transitions (migration) & Solution designing * Led Accounts payable for UK client and R2R for US Client * Worked closely with internal vendor teams and provided regular updates to clients * Handled the team of GL profile with Fixed Assets accounting, Balance sheet reconciliation and Bank Reconciliation * Responsible to run the various reports of AP to GL transactions, Import Journals, Un Accounted Transactions and unaccounted payments in Discoverer and Oracle Applications * Onsite travel to United Kingdom (UK) and USA for end-to-end transition of Accounting & Financial projects * Transition included designing & drafting SLA, transition planning and implementation, documenting end to end process and preparation of SOP’s * Participated in workshops with potential customers (client presentations) * Assessed processes at customer locations (foreign assignments: discovery, due diligence)   **Jul’04 – Aug’07:** **Al Abrar Building Material Trading L.L.C, Dubai as Senior Accountant**  **Accomplishments:**   * Responsible for end-to-end accounting, including the finalization of the P&L and Balance Sheet * Involved in Purchase Management with Multiple clients of local suppliers and overseas suppliers * Responsible for receivables and payables in multiple foreign currencies including the Telegraphic Transfers * Accountable for handling the banking of O/D, LTR, and LC Bank Accounts * Maintained all the agreements and PO for global clients (i.e., Russia, China, UAE, Saudi Arabia, Germany) * Liaised with the internal Payroll team to ensure that Payroll taxes are paid on time * Coordinated work with other colleagues globally to drive the international taxation engagements * Maintained the financial records and preparation of financial statements * Ensured bank accounts reconcile at month end within month end timetable   **Achievements**   * Gained award by World's largest agriculture client for successful and smooth transition of AP Accounting in 2016 * Successfully achieved and delivered 429 million USD worth of BVA (Business Value Addition) * Effectively implemented touchless and 100 % Automated FP&A process having 70 monthly dashboards/reports * Initiated, driven and implemented 20 processes through RPA (UiPath)   **Career Project Highlights**   * Driven and implemented the Automation projects through RPA in 2018 which has resulted into gaining the confidence of customer for another term and cost optimization. Automation opportunities were identified and executed for 5 processes in P2P and FP&A with partner alliance RPA. * Identified, driven and executed the Process improvement project in 2021-2022 to reduce the language dependency and optimize the near shore MP cost using the language conversion tool. * Vendor Reconciliation project in 2016 to achieve FTE savings   **Certifications**   * Lean Six Sigma Certified / Lean Six Sigma Green Belt * Six Sigma Certified / Green Belt   **Technical Skills**   * MS Office, MS Office XP * Oracle Applications, SAP FICO   **Education**   * **Executive MBA** **in Finance Management** from ISBM, Pune, India, 2011 * **Bachelor of Science** from Saurastra University, Gujarat, India, 2004   **Personal Details**   * **Address:** 1A, Second Floor, Rose Tower, Shahpur Bahai Center, Ahmedabad, India. | |