

KAUSHIK DUTTA

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PROFESSIONAL SUMMARY

Motivated Worker with exceptional social skills, communication abilities, and customer service background. Encouraging manager and analytical problem-solver with talents for team building, leading, and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring, and morale-building abilities to enhance employee engagement and boost performance. Accomplished Team Lead with in-depth experience consistently rising through the ranks. Well-versed in sales, personnel management, accounting, and inventory management. Dedicated to complete knowledge of company products and services for optimized customer service.

ACCOMPLISHMENTS

- Awarded 5 bronze awards for process knowledge and accuracy in the First quarter of 2013, second Quarter of 2014, 4th quarter of 2014 & 2nd quarter of 2015, and 1st Quarter of 2017 in Genpact.
- Being a part of a Successful transition to bring the new project and ensure in getting the process stabilized in Genpact.
- Rewarded with Client Award in 2018, providing Good Quality of Work in terms of Productivity and Accuracy.
- Successfully promoted from Process Associate to Process Developer within two years after joining Genpact and has been successfully promoted as Management Trainee in Jan 2018.
- Was Rewarded with Innovation Pride Award, for providing 2 Lean ideas in TCS in Jan 2020.

SKILLS

MS Office (Proficient in Excel and PowerPoint)

Employee training

Business Development

Operations support

Performance Improvements

Conflict resolution expertise

Process and procedure development

Process improvements

Operations oversight

Project support

Operations management

Quick decision-making abilities

Task Delegation

WORK HISTORY

02/2024 to Current

Deputy Manager

Wipro – Kolkata, India

1. Lead and manage a team of 20 members and responsible for processing outgoing payments to vendors and suppliers.
2. Oversee the day-to-day operations of the payments team, including workload distribution, scheduling, and prioritization of tasks.
3. Ensure accurate and timely processing of payments, including checks, electronic transfers, and ACH transactions.
4. Develop and maintain strong relationships with vendors, banks, and internal stakeholders to resolve payment issues and inquiries.
5. Review and approve payment batches, ensuring compliance with company policies, contractual agreements, and regulatory requirements.
6. Monitor payment processes and controls to identify opportunities for improvement and implement best practices to enhance efficiency and accuracy.
7. Collaborate with cross-functional teams, including procurement, finance, and IT, to streamline payment processes and optimize payment terms.
8. Provide training and support to team members on payment processing procedures, systems, and tools.
9. Conduct regular performance reviews, provide feedback, and coach team members to achieve departmental goals and objectives.
10. Prepare reports and analysis on payment metrics, trends, and performance indicators for management review.

11/2022 to 02/2024 **Team Leader (Assistant Manager)**

Capgemini – Kolkata, India

- Managing a team of 15 members including VMD, Invoice processing (both PO & NON-PO) & Payments
- Providing guidance, coaching, and direction to ensure accurate and timely processing of invoices, payments, and vendor relations
- Oversee the end-to-end accounts payable process, including invoice verification, payment approvals, and reconciliations, ensuring compliance with financial regulations and company policies
- Need to make sure Invoice processing is completed within SLA accurately and timely and payments are processed accurately and timely as per agreed SLA
- Ensures Month-end activities are completed on time for smooth closing of Accounts Payable sub-ledger
- Ensuring that DTPs are updated on time
- Ensuring cross-training and knowledge sharing within the Team
- Focuses on maintaining a good team spirit, through proactive communication, coaching, and counseling, in line with Centre policies and procedures
- Manage controls and/or segregation of duties in all P2P processes and Systems
- Vendor Mailbox handling to ensure timely response to all vendor queries relating to invoice status and payments
- Continuously evaluate and enhance accounts payable processes and systems to increase efficiency, reduce errors, and streamline workflows, driving cost savings and improved accuracy
- Monitor and track accounts payable, ensuring prompt follow-up and timely payments
- Reconcile data between Concur and E1 Systems, verifying the accuracy and reconciling the Invoices Interface

- Daily Allocation of Invoices to the team and ensure Invoices are processed within TAT
- Perform Duplicate checks before payment processing and ensure 100% Quality check is performed
- Facilitate payment processing (Both Invoice & employee credit card payments) through bank transactions
- Digitally organize and store invoices, supporting documents, and approvals
- Prepare a variety of reports for Month End Close & SLA, both routine and specialized, catering to the accounting team (GL), and senior leadership needs
- Preparing Monthly SLA & KPI dashboards to showcase the monthly status and progress of the accounts payable team's production
- Also brainstorming about the challenges and scope of improvements within the process
- Keep company records and accounts up to date, maintaining organized financial records
- Engage in day-to-day accounting activities, ensuring accuracy and adherence to financial regulations
- Manage bank reconciliation tasks, oversee AP documentation, and maintain AP reports
- Reconcile Employee Credit Card statements, along with payments to ensure timely payment and avoid late fees.

04/2019 to 10/2022 **Business Process Lead 3**

Tata Consultancy Services – Kolkata, India

- Managing a team of 12 members in Accounts payable (Invoice processing, both PO & Non-PO) in a UK-based process
- Knowledge of processing Invoices in SAP and Verification of Invoices in ROCC
- Quality Checks for Invoice values having more than 100k to avoid any incorrect payments
- Vendor Mailbox handling to ensure timely response to all vendor queries relating to invoice status and payments
- Got the Opportunity to work in a Transition Process, managing a team size of 4 Members of Invoice Processing (Both PO and Non-PO) in Accounts Payable where I Performed the below-mentioned activities - Processing of Vendor Invoices in Concur (PO, Non-PO & Special Payment Request Form- SPRF Processing) in Concur and SUTI AP
- This was another team of 4 members that I had handled of US-based process
- Processing of Market Data Subscription Invoices, Handling renewal and termination of agreements, and cost allocation within departments
- Processing of Expense report processing in Certify ERP & Payment Unloaders via Blackline, where journals get posted in SUN Info Systems so the payments team can take it ahead for payment processing
- Preparation of Accruals File during Month Ends to prepare journals for posting
- Preparation of Credit Card Reconciliations allocating and coding the expenses made through Credit Cards
- Payments uploads in SUN Infor Systems, Doing Ledger Import to ensure successful journal posting of Invoice entries

- Handing AP-Queries mailbox to respond to all vendor queries relating to invoices and payments in a timely manner
- I am also responsible for inspiring and motivating team members with regular encouragement, keeping the enthusiasm going by providing individualized coaching when needed
- Established open and professional relationships with team members which facilitated communication, and quickly resolved issues, and conflicts
- Assisted established management staff with operational oversight, business development, and process improvement strategies
- Also got an opportunity to work in the RTR Team (Banking Team) for a year where I used to perform the below-mentioned activities
- Identifying Payments and Receipts reflected in Daily Bank Statements
- Allocating Payments and Receipts and clearing transitory GL Accounts
- Processing Intercompany Transfer Request
- Process Weekly Cash Pool Activity to clear transfers to transitory GL Accounts
- Process Month-end, Quarter-end, and year-end close including responsibility for the successful close of assigned entities
- Preparing monthly journal entries including accruals, monthly benefit adjustments, and treasury-related entries
- Ensure that all cash and positions are reconciled accurately, efficiently, and on a timely basis.

02/2012 to 02/2019 **Management Trainee**

Genpact – Kolkata, India

- Knowledge of processing Invoices and Payments (Both Manual and Batch Payment) in SAP and Oracle
- Ensure no early or late payment for better cash management
- Ensure the process control to block any fraudulent or Duplicate Payment
- Review concur expenses and processing T&E Invoices in Oracle
- Query Mailbox Handing, providing response and support to suppliers with their Queries related to Invoice Payment Status and Remittances
- Process Vendor Reconciliations to Identify Missed Payments if any
- Resolve critical escalation and other issues to ensure no repetition
- Reporting about TAT, accuracy, Invoice aging, and Hold Report
- Daily invoice auditing before payment run happens
- Ensuring SOX control in Process
- After Being promoted as Management Trainee, I was in a Team Lead Role of 8 Members in the Accounts Payable team Ensuring - Preparing daily workloads for staff & coordinating daily allocation of work
- Motivating team to achieve high standards and KPI targets
- Monitoring & reporting on standards & performance targets
- Ensure to prioritize tasks and workloads in order of importance
- Responsible for making sure that any gaps in performance or quality are quickly identified and addressed.

EDUCATION

03/2012

Bachelor of Commerce: Accountancy

West Bengal State Univesity - Kolkata, India

03/2009

High School Diploma

Indira Gandhi Memorial School - Kolkata, India

CERTIFICATIONS

- SAP R/3 (FI - AP - Processing Invoices)
- Oracle (Processing Invoices and Batch Payments)
- Invoice Verification in ROCC and OCR.
- Performing Bank Reconciliation Activities in TriTech
- Processing Invoices in SUTI AP and Concur.