

Abhishek Ghosh

Flat No-1006, A1 Building, Park Vista Society
Pune, Maharashtra - 411047

Mobile: +91- 8237940611,8839356732.
Email id: abhishek.ghosh195@gmail.com

Objective

To use my knowledge and skills in the areas of operations and to explore prospective markets for opportunities to create additional business avenues for the organization. Around 9+ Years' experience in the field of Finance and Accounts & Seeking better opportunity with an organization of high repute in Financial Services/ Manufacturing sectors preferably in Pune.

Transition

- Migrated Accounts payable transition from Dalian Business Center, China to Johnson control India from August 2019 to September 2019.
 - Place – Dalian, China.
 - Period – 1 month (1 Months – Knowledge transfer).
 - Description – Activities included in transition were Scanning, Invoice processing, Reporting and month end activities for ANZ Region.
- Migrated Helpdesk remote transition in January -February 2022 for Middle East Region.
 - Place – Remote transition.
 - Period – 1 months (1 Months – Knowledge transfer)
 - Description – Activities included for Helpdesk from Handling emails, creating cases, on hold report, query resolution, Debit balance clearing. (Included 7 ERP).
- Migrated Invoice processing remote transition in August -September 2017 for US/CA Region.
 - Place – Remote transition.
 - Period – 1 months (1 Months – Knowledge transfer)
 - Description – Activities included in transition were Scanning, Invoice processing, Accruals, Lead sheets and month end activities for US/CA region.

Project

- Successfully implemented “Business Queue Follow-up” macro
 - Which reduces time for sending multiple follow up email by IP Team.
 - Reduces business queue by ensuring on time action taken by requestor.
- Successfully implemented automated “Duplicate Tool”
 - By running this tool any duplicate invoice entry can be captured in the first instance.
 - After implementing this project, we have saved 1 hours per day for one user.
 - Successfully reduced instances of double payments, achieving a significant percentage decrease in such occurrence.
 - Saved lots of manual work for capturing duplicate entries.
- Successfully implemented on hold invoice report for invoice processing.
 - Which help to keep the reverse SLA on track.
 - Reduces requestor invoice queue.

ORGANIZATIONAL EXPERIENCE

Organization	Wipro Limited
Designation	Assistant Manager – (Procure to Pay)
Time Span	From 13th May 2022 - Currently working

- Handling the Team of 15 members for EMEA/UK Invoice Processing – P2P.
- Provides consistent high-quality service, complying with Service Level Agreements (SLA's) and Key Performance Indicators (KPI's).
- Review and aged open items to ensure proper action/follow-up.
- Handling escalation and critical emails from Business and client with proper RCA.
- Managing the accuracy and timely processing of invoices up to 10,000 invoices per month by ensuring the on-time payment to vendors by doing research & resolve invoice discrepancies and maintain vendor/customer relations.
- Managing all Key stake holders from Business, connect weekly and provide update about the Invoice Processing and Team Performance.
- Publishing Daily Status report/Dashboard and productivity/backlog reports to higher Management about the Invoice Processing and Helpdesk.
- Managing and planning cross training for the Team.
- Timely preparing Weekly and monthly SLA, monthly metrics, weekly and monthly call deck.
- Ensuring to focus on Downstream about the process so it will get effective result to upstream process like payment/reporting and KPI's.
- Timely feedback to Team members on Quality what will be the impact etc.
- Always encourage Team to submit Ideas or Improvement plan about the process and sharing best practices with my Team. So, they can effectively manage daily works.
- Process Improvement idea applied to smooth the process/daily work.
- Monthly One-On-One with team members and providing feedback.
- Handling AA level interview for the Team.

Organization	Johnson Controls (India) Private Limited
Designation	Assistant Manager – (Procure to Pay)
Time Span	From 11th July 2019 – To 22nd May 2022.

- Managed staff sickness levels and organized necessary covers. All escalations were responded on timely manner and that to with corrective actions were swiftly taken. Providing accurate information to every team member.
- Handled the overall direction, coordination, and evaluation of the process and discuss with the senior manager at the start of the day to set targets and allocate duties.
- Organized and conducted team meetings. Ensured team members prioritized their work duties appropriately. Maintain healthy environment and followed all the rules.
- Responsible of overseeing the daily activities of the team.
- Conducting performance appraisal for the team and identifying any weakness and then offering coaching and mentoring to staff who require it.
- Ensured all recorded are up to date like process documents and handling complaints from customers/ Clients.

- Managed daily A/P processes, manage vendor/supplier relations, and oversee the timely, accurate processing of invoices, expense reports, credit memos, and payment transactions.
- Worked with team Size of 5 people direct reports to me.

Organization	WNS Global Services Private Limited
Designation	Senior Executive Invoice Processing- (Procure to Pay)
Time Span	From July 2017 to June 2019

Responsibilities

- Handled end to end process of Account payable from the time of receiving Invoice to payment and payment Queries.
- Handled email invoice from the time of receiving invoices through email, entering invoices into system, processing for approvals, GL code and at last for payment.
- Handled invoice processing team.
- Performed month activities Lead sheets, Intercompany, Manual Payments, Cash Apps and Accruals.
- Handling Ad hoc activity and calls for the smooth process.
- Raising IT Tickets for the team for access of ERP's and Share drive access.
- Prepared SOP and process manuals.
- Started Learning log in the Team.
- Provided training to the new members, helped them to understand the process.

Organization	Infosys BPM Ltd
Designation	Senior Process Associate
Time Span	April 2016 till July 2017.

- Managing Team Allocation and Tracking of Completion.
- Arranging and giving process training for new members.
- Handling Client and Customer Escalation.
- Contacting Supplier and client daily to solve the issue of overdue invoices, refund cases GR/IR Issues, wrong payment Etc.
- Handling Monthly calls with clients.
- Handling the transactions with AR and GL team related to Accounts Payable.
- Processing PO and NON-PO invoices.
- Handled end to end process of Account payable as well as procurement from the time of receiving Invoice to payment and payment Queries.
- Processed all the Invoices in **SAP** and meeting the SLA (Service Level Agreement).

Organization	Practo Technologies Private Limited
Designation	Associate
Time Span	November 2014 to February 2016

- Handled the Audit Activities Externally and internally,
- Responsibility: Handling end to end process of Account payable from the time of receiving Invoice to payment and payment Queries.

Achievements

- Received appreciation to processed highest invoices processing for the day.
- Received appreciations from the client to resolve queries.
- Appreciated to reduce email backlog of ANZ region from 1500 to 0 within a week.
- Received monthly RNR.
- Received an appreciation in resolve tool and in E-mails from client for hard work and completing their work on time with accuracy.
- Received an appreciation certificate from Management for hard work and good performance.
- Best individual performer award of the Quarter in Infosys BPM Ltd. In 2016.

Educational Details

- MBA – Finance/Marketing, Nagpur University.
- BBA.
- Intermediate and Schooling from Chhattisgarh.

Computer Proficiency

- Microsoft Office, Microsoft Excel, Microsoft PPT Skills
- Power BI

Key skills Competencies

- Ability to multitask and prioritize daily requirements.
- Time management – organizing and prioritizing work.
- Creating purchase requisition to Processing of purchase order.
- SAP (SRM), SAP FICO, Coupa, Great Plains, Ariett, Iscala, Dolphin, Ban, Oracle.
- Procurement (PO, PR, GRN, Expediting), Accounts Payable, ME Reconciliation, Direct Debit, Vendor Resolution, Debit balance Clearing.

Certifications

- Successfully completed workshop on Business Intelligence using Power BI in Sep2023.
- Got certification for completing MS Excel Pivot Tables masterclass in April2023.

Declaration

I hereby declare that the information above is true to the best of my knowledge.

Place: Pune.

Abhishek Ghosh