



Assistant Manager
Infosys BPM, Pune, India



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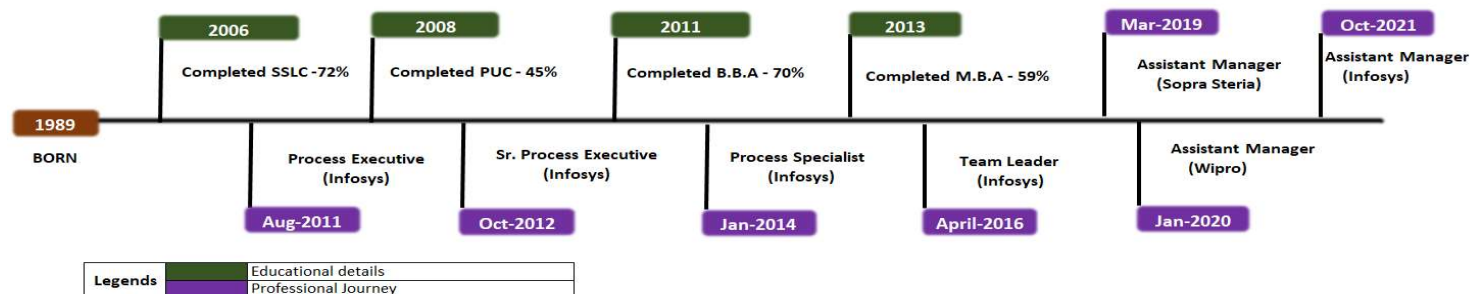


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Karthik H Kotur

Quality-focused and highly accomplished Team lead with over **11 years** of extensive experience in BPO industry. Extended expertise in overall operation of **"Procure to pay"** (Invoice Processing, Cash Management, Service desk, Reconciliation, Procurement, Vendor master data management, Expense Management). Managing vendor, Client relations and business transition. Extensive SAP experience, with a working knowledge of Excel, Power point, Visio & Word.

My Journey

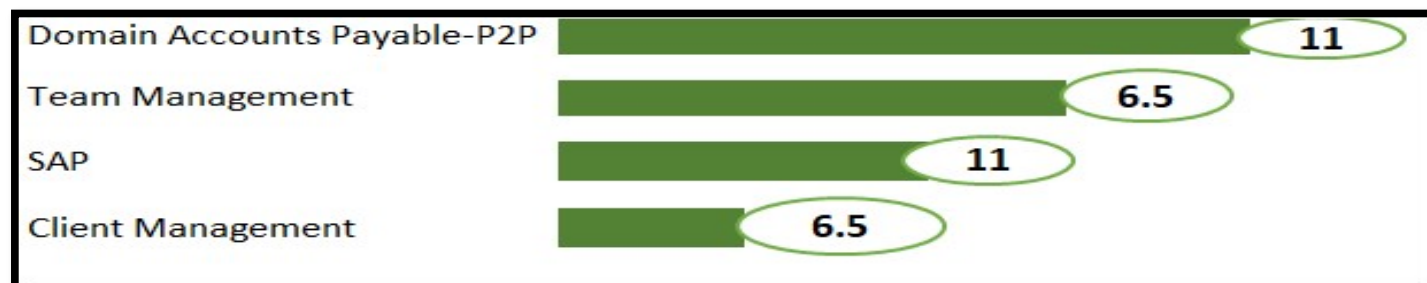


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Domain Exp: Procure to Pay Mining

(Total Exp: 11 + Years) Relevant Years of Exp by Skillset



Projects Accomplished:

- Allocation Tool
- Auto Posting & Web Cycle Improvement
- Working Capital Optimization" (\$ 318M Saving)
- "Preventive Audit Tool" (70% quality Improvement)
- PR to PO automation
- Experience in RPA

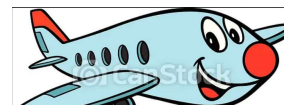
Achievements



Worked with transformation team- auto processing increased



Yellow belt Certified



Travelled to Australia for P2P transition & 4 off-shore Transition



Led Team of 30+ Team member successfully

Career Highlights & Milestones

- ✓ Travelled Australia in Oct' 2014 for "**Process definition**" & "**Knowledge transfer**" of account payable process and set up end to end account payable process (Invoice processing, Service desk & reconciliation)
- ✓ Received **SPOT** award & **Individual performance** award from Infosys & Felicitated with "**I-STAR**" award.
- ✓ Awarded two times with **CLIENT AWARD for BEST PRODUCTIVITY & BEST QUALITY**
- ✓ Received recognition from "**P2P Head (Rio Tinto)**" for improving Trade creditor Balances
- ✓ Involved in **Automation Project** and Experience in RPA.
- ✓ Involved in **Harmonization** project across regions for both Accounts payable & Buy

EMPLOYMENT HISTORY

Infosys BPM – Assistant Manager (09/2021) to until date- Operational

- Working as Assistant Manager with handling 15 people in P2P - Invoice Processing, Cash Management, PR to PO, vendor master data management, Reconciliation & Expense Management.
- Handled various kinds of invoices and credit notes as per Standard operating procedure (Foreign/domestic invoices-Manual/Automatic) in SAP.
- Payment run execution
- Vehicle Registration Process: PO creation- Inspection completion- Invoice processing- Payment execution & finally online renewal
- Monthly discussion on Employee Utilisation with Onshore team.
- MBR & QBR PPT preparation & call with stakeholders
- Monthly 1-2-1 with team with proper documentation.
- Great coordination with clients to understand the requirement and delivering as per the expectation.
- Parking & posting of Invoices – Critical Invoices
- Driving customer satisfaction by ensuring Procure to pay activities are performed as per customer expectations and service level agreements
- Work allocation and balancing between team members to ensure a balance between employee engagement and customer satisfaction.
- Plans and oversees daily production & monitoring workflow activities by facilitating continuous process improvements and knowledge sharing/transfer of direct reports in order to drive standardization of processes.
- Manages metrics to meet goals by ensuring direct reports job functions and activities are performed efficiently and effectively
- Preparation of Documentation (SOP's) for Procure to pay process.
- Operational – Resource planning & manpower training
- Adhering and ensuring smooth month end close

Infosys BPM – Assistant Manager (09/2021) to until date – Billing

- Involved in Monthly Billing to Client as per the agreed rate & FTE through internal tool
- Follow up with Operation manager for approval
- Preparation of Invoices & sending the same to client
- Follow up on PO creation & final payment receivable to Infosys
- Monthly Audit- External & Internal.
- Raising of Ident, hiring process & allocation of employees to Specific client.

Wipro Limited – Assistant Manager (Jan/2020) to (Aug/2021)

- Worked as Assistant Manager handling team of 10 people in P2P, which includes Invoice Processing, Cash Management, and Supplier management.
- Effectively handling online payments, manual payments and urgent request
- Handle escalation at process level in order to ensure high customer satisfaction
- Prepare daily/Weekly/ Monthly dashboard and report to the internal & external stakeholders
- Resolving team queries and helping them to get their allocation completed
- Arranging training & sessions for team members for their up skilling
- Conducting daily Team huddle and sharing process update
- In-corporate changes in standard operating procedure and key stroke document and seeking client approval
- Participate in weekly and monthly client governance meeting

Sopra Steria - Assistant Manager (03/2019) to (10/2019)

- Worked as Assistant Manager into P2P - Vendor master data management, Procurement
- Monthly 1-2-1 with team with proper documentation.
- Approval of PO below 50K
- Monthly call with Client
- Work allocation & monitoring
- Involved in RPA projects

Infosys BPM- Process Executive- Senior Executive- Process Specialist -Team Lead

(Aug/2011) to (Jan/2019)

- Worked as Team Lead handling team of 30+ people in P2P, which includes Invoice Processing, Cash Management, Service desk, Reconciliation & Expense Management.
- Preparation of Documentation (SOP's) for Procure to pay process.
- Operational – Resource planning & manpower training
- Adhering and ensuring smooth month end close
- Define process/strengthen processes to ensure better and strengthen controls in AP processes
- Appraisal discussion & One-on-one
- Weekly/Monthly Call with Clients
- Evaluation & Review of all monthly reports before submitting to stakeholders.
- Drives continuous improvement in the team by proactively identifying areas of process simplification, improvement and automation.
- Handled various kinds of invoices and credit notes as per Standard operating procedure (Foreign/domestic invoices-Manual/Automatic) in SAP.
- Processing Credit notes provided stipulated timelines in.
- Processing Foreign Currency Invoices (Invoices raised and payable in other than AUD currency) with accuracy
- Processes purchase requisitions and creates purchase orders.
- Price amendments & managing workflows.
- Involved in Expediting of goods delivery to ensure smooth production at site.
- Works with the Process Leader in strategy deployment and also sharing ideas for strategy development
- Prepare daily/Weekly/ Monthly dashboard and report to the internal & external stakeholders
- Resolve vendor's queries through phone calls and e-mails
- Supported for Project Marathon, which is in relation to the Standardization of Payment Terms to Major suppliers of Rio Tinto.