

# Manoranjana Neogi

Senior Analyst

## 👤 Profile

Results-oriented Accounts Payable Senior Analyst with 7.7 years of experience with the ability to deliver results in a high-growth, dynamic, and fast-paced environment. Excellent attention to detail coupled with strong organizational skills. A proactive approach is evident in the extensive upgrade of control procedures and improved audit results. Proven ability to establish good working relationships with diverse vendors and service providers.

## Details

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## Skills

Microsoft Excel

Analytical Skills

Communication Skills

SAP

Abby DCES

## 🏢 Employment History

**Senior Analyst at Metro Global Solution Center, Pune**

October 2016 — Present

## 🎓 Education

**MBA, Ravenshaw University, Cuttack**

2014 — 2016

**BBA, Sambalpur University, Rourkela**

2010 — 2013

## ★ Timeline & Major Achievements

- SEP 2016- Started Journey with METRO GSC as an Associate
- AUG 2017 - Promoted as an Analyst
- OCT 2020 - Promoted to a Senior Analyst
- DEC 2021 - Successfully transitioned process from MCC Moldova to GSC India.
- Achieved Client Award in 2020, 2021 and 2022 for ensuring customer delight by prioritizing their service requests. Admired for exceptional knowledge & business acumen
- Achieved Lean Practitioner Award by introducing a lean methodology for Invoice completion tasks.
- Award for attitude for Quick Learner

## 🛠 Courses

**Data Analyst Certification**

## ★ Core Responsibilities

### Operations Management

- Monitoring overall process performance concerning the agreed SLAs
- Monitoring the aging buckets & collaborating with customers in resolving.
- Customer account reconciliation.
- Adhere to the established control mechanism.
- Liaising with the onshore team for outstanding queries of unprocessed invoices.
- We are ensuring ZERO compliance for any external Audits including ICF.
- Preparing Monthly Governance presentations before publishing.
- Establish and maintain Training plans for team members.
- Analyzing trends of suppliers, and communicating changes if required to build strong customer relationships.
- Monthly Reporting such as Bank reconciliation AR to GL, Flex Overdue report, Credit Sales, and Payment terms report.
- Resolve invoice discrepancies, process credit, and debit notes, manage vendor issues, maintain updated vendor files, and maintain the general ledger.

### Transformation & Continuous Improvement

- Eliminate waste; provide suggestions for automating processes to facilitate efficiency.
- To identify projects for process improvement opportunities.
- Conducting skip meetings/focus group sessions. Process Design & Change Management. Problem-solving & root cause analysis.

## ★ Major Projects

### Match Rate Improvement

- Better Match rate resulted in major FTE & financial savings.

### Metro International Supplier

- Ensure all foreign invoices are paid on time and accurately.