

# PRATIBHA DEVIDAS DEVANG

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## JOB OBJECTIVE

Scaling new heights of success and leaving a mark of excellence in assignments which involve analytical capabilities and professional growth, preferably in **Pune / Permanent Remote**.

AREAS OF EXPERTISE	PROFILE SUMMARY
<b>Accounts Payables and Accounts Receivable Ops</b>	<ul style="list-style-type: none"><li>• <b>10 Years</b> of commendable experience in Accounts Payables and Accounts Receivable operations, Auditing and Reporting and Certified Process Trainer.</li><li>• <b>Skilled in:</b><ul style="list-style-type: none"><li>○ Processing PO matching, non-PO based, Manual invoices by utilizing the accounting procedure.</li><li>○ Performing daily audit with high accuracy and clarity. Assuring that the audits are in compliance with specifications</li><li>○ Supporting continuous improvement by investigating alternatives.</li><li>○ Good experience of team handling and Process training</li><li>○ Upgrading new skills in SAP FICO integration.</li></ul></li></ul>
<b>Auditing and Reporting</b>	
<b>Certified Process Trainer</b>	

## ORGANISATIONAL EXPERIENCE

Since: Dec-22 to Present

**TCS, Pune, as Process Team Lead (Subject Matter Expert)**

- Having strong knowledge of end-to-end Accounts payable process and invoice processing.
- SME- Queue cluster owner
- Indexing the received documents and accordingly assigning work to team members
- Daily following up with Team to check invoices get uploaded in the system.
- Proactively following up with team to check invoices get uploaded in the system with stick to SOP and instructions
- Ensuring delivery of transitions process as per SLA and meeting SLA target
- Resolving disturbances of parked invoices and queries.
- Ability to collaborate, manage client/vendor requests and answer queries through emails
- Direct and indirect contact with suppliers for the approval flow of invoices
- Maintain files and documentation as per standard requirement.
- Ensure adherence to audit and internal control process landscape by 100% Quality Checking
- Invoice processing as support to team members in critical situation
- Manual Payment request transaction processing and approving cases
- Statement Reconciliation
- Virtual Credit Card payment processing and validation of transactions
- Daily and Monthly reports & providing updates to management team
- Preparing SOPs & Check List for all sub processes and timely updating Process Changes

Since: May-22 to SEP-22

**Avaya Pvt. LTD, Pune, as Business Planning Analyst Specialist**

- Support the company-wide Legal Team for Transaction processing accordingly to standard work & SOP in Legal Tacker and Coupa
- Ensuring error free/accurate transaction processing & adhering to the TAT time targets with good efficiency for invoice payment approval
- Ensuring accurate & timely disbursement of vendor, employee & statutory dues
- Managing Accounts payable closing by running payment batches reports during month ends
- Managing Vendor Reconciliation, AP Reconciliation
- Proactively working with other teams to ensure business continuity like Vendor Master team, Procurement team, Purchase team and Finance team
- Assist stake holders to resolve invoices that are placed on holds for any reason
- Stock/service verification, Purchase order inputting and logging in Coupa
- Posting Goods Receipt against purchase order created in Coupa
- Preparing accurate and timely consolidated Weekly and Monthly reports and dashboards for reference and Audit purpose
- Assist manager and leads in process improvement activities
- Working with remote group of people like Vendors and Depts to gather strategic/tactical documents required for process

**Since: Mar 14 to May-22      Infosys BPM LTD, Pune, as Process Specialist**

- Managed end to end Accounts Payable activities including Indexing and Validation of invoices for processing
- Handled Travel and expense claims(T&E), payments for Vendor and Clients.
- Assigned the work to team members as per the volumes in workflow.
- Handled a team of 7 FTE's in shared service centre under the guidance of Manager
- Managed the work queue by categorizing the items to the concerned team member and ensuring that the SLA's are met.
- Processed 2 way and 3-way PO matching invoices and non-PO based Invoices by utilizing the accounting procedure.
- Processed manual/Foreign currency invoices received from Vendor
- Performing Daily 100% Audit with high accuracy.
- Proactive role in working with a team on supplier invoice holds and resolving errors
- Prepared payment proposal by coordinating with Client and team to get approval to process all key invoices for on time Payment.
- Well worked with Onshore/Offshore Vendors/Clients via generic as well as centralized mail box and calls for their queries
- Key role performed in increasing income in early payments discounts by streamlining the payable process and making payment every specific scheduled time.
- Assist to Vendor and Clients with information of all open debit and credit items.
- Run and review parked, blocked invoices report daily basis
- Rectified escalated Accounts Payable issues from internal resources and suppliers.
- Created Analysis Reports and Spreadsheets for Vendor Reconciliation, AP reconciliation & intercompany reconciliation
- Published weekly and monthly dashboard, SLA/KPI with commentary
- Prepared and updating process modules, SOP's and Tip sheets for upstream and downstream teams
- Shared daily volume and activities status to the Client and management team.
- Other unspecified duties whenever asked.

**SKILLS**

**Tools :** ERP, SAP,OTRS,COFAX, Oracle, ORMB, Legal Tracker, Coupa

**Operating System:** Windows Family

- Expertise in managing and invoice processing with 100% quality.
- Good analytical skills to resolve issues and handle escalations at run time.
- Sense of urgency and ability to multi task changing conditions
- Good cross functional communication and confident
- Add value and compatible as team member to do work independently and in team as well
- Training to new hires and ensuring they're on boarding process run smoothly
- Problem Solving, Decision making and prioritization skills
- Data management
- Reconciliation, Internal audit and Report.

**EDUCATION**

**M.B.A (Finance)** from Pune University, with **First Class**

**M.COM (Statistics)** from Pune University, with **First Class**

**B.COM (Statistics)** from Pune University, with **Second Class**

**HSC** from Kolhapur Board with **First Class**

**SSC** from Kolhapur Board with **Distinction**

**Achievements**

- Won Reward and Recognition Award for best performance.
- Work extra Miller Award for outstanding performance.
- Won Appreciations for highest Productivity and on time handing queries with resolution from Management and Clients

- Won I-Star Award for a Stellar performance and critical contribution in achieving organizational goals in 2016-17.
- Won I-Star Award for a Stellar Performance and critical contribution in achieving organizational goals in 2018-19
- Won I-Star Award for a Stellar Performance and critical contribution in achieving organizational goals in 2019-20
- Certified in R2R (SAP functional program) from GTT, Pune 2019
- Won individual Extra Miler Award for managing the entire Activity of Accounts Payable and Training two New Joiners 2020-21
- Inspire Quality Quiz Winner 2021
- Won SPOT Award for handling Process and great Customer and Client Satisfaction 2022
- Won Recognition Award for successfully completed BVD Project
- SAP End User Certification completed for the P2P, O2C and R2R in month Jan'22
- Client appreciation for resolving queries with minimal time in Month July'22
- Client appreciation for on time query handling and circle back with detailed information Sep'23 & Feb'24

## PERSONAL DETAILS

Full Name: Pratibha Devidas Devang

Languages Known: English, Marathi, Hindi

Address: Pune

Date:

Place: Pune

**Yours Truly,**

**Pratibha Devang.**