

JOB OBJECTIVE

Strategically leading multifunctional teams in P2P, Disbursement. Driving efficiency by optimizing accounting processes for shared service centers and external clients.

Cultivating collaborative relationships with cross-functional teams while showcasing a strong aptitude for business strategy.

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EDUCATION

- **Masters in Computer Mgmt. (MCM)** from Pune University, Pune in 2004
- **B.Com.** from Pune University, Pune in 2002

CORE COMPETENCIES

- Order to Cash (O2C)
- Procurement to Pay (P2P)
- Transitions
- Financial Management
- Accounts Receivable Analysis
- Order Management
- Logistics Management
- Operations Management
- Vendor Performance Management

JENSY BINU

MANAGER-P2P&OTC

PROFILE SUMMARY

- Excel in Operations Management with a focus on **Transitions, Quality, and Training and Development for over 19 years.**
- **Currently holding the role of Manager -Order to Cash, Pune**, managing Dispute Management and also have an expertise in Billing Audit, Customer Solutions, FSS Quality, Training & Travel Expense Team.
- **Proven track record of leading cross-functional teams** and driving process improvements, resulting in enhanced operational efficiency and cost savings.
- **Skilled in transition planning and execution for shared service centers** and third-party clients, ensuring seamless consolidation and governance.
- **Effective in managing the structuring, consolidation, and analysis of financial data**; managed financial accounting, receivables & payables, ledger books, reconciliation statements and finalization of accounts.
- **Proficiency in managing process operations** entailing mapping of business processes and studying requirements, designing, implementing and transitioning, processes, solutions in line with the guidelines specified by clients; effective in ensuring business functionality & enhancement of competitive advantage.
- **Experienced in financial accounting, service delivery excellence**, finance transformation and team management with a unique blend of managerial, functional and qualitative skills.

WORK EXPERIENCE

XPO, Pune

Since Mar'20

Key Result Areas:

During Billing and Dispute Resolutions:

- Monitoring and enhancing vendor performance through regular assessments and weekly calibration calls.
- Planning and ensuring business continuity by implementing cross-training initiatives for optimal resource allocation.
- Developing and maintaining robust documentation to facilitate the onboarding of new team members.
- Managing the daily operation of 17 functions in corrections and ensuring the overall function adhere to the set KPIs.
- Key deliverables include daily workflow review, monthly performance review, stakeholder management, process improvements connect with cross functional teams.

During Quality:

- **Founding a centralized** quality team for all processes in Finance Shared Service (FSS) India, reporting findings regularly to stakeholders.
- Reviewing results and coordinating with the respective team to drive RCA and solutions to reduce errors.

During Expense management:

- Coordinating with the Internal Audit team to mitigate risk and implement controls in accordance with SOX regulations.
- Regularly reporting findings to Business Unit Leaders, contributing to strategic decision-making.
- **Analyze travel expense data** to identify trends, patterns, and anomalies and identifying control .

SOFT SKILLS

- Detailed Orientated
- Change Agent
- Collaborator
- Communicator
- Innovator
- Planner

INDUSTRY EXPOSURE

- Banking
- Retail Legal
- Insurance
- Logistics
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APPLICATION KNOWLEDGE

- Concur SAP
- Oracle Catalyst
- PeopleSoft IMAP
- Navigator
- Microsoft Office-365 Version
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- **Developed escalation guideline** to create a robust escalation matrix for non-compliance of the policy.
- **Tailormade India specific T&E policy** and implemented it to cater to the region specific needs.

Highlights:

- Implemented the establishment of a centralized quality team for all processes in FSS India, ensuring regular reporting of findings to stakeholders. Pioneered the first-ever department across XPO dedicated to focusing on quality outcomes. Developed, designed, and executed the Quality Framework with robust measures to drive quality results.
- Achieved a **19% reduction in personal card usage** over two quarters, contributing to increased rebates for XPO.
- Successfully **reduced the SRN fallout by 49%** over a six-month period, leading to improved First Invoice Accuracy (FIA) for the task.
- **Successfully Transisted** Billing, Customer solutions and correction team in 3 months to Pune post Org. spin-off .

Allstate Solution, Pune

Aug'17 – Feb'20

Team Leader – Disbursement

Key Result Areas:

- Managed the Escheatment process for 7 sub-functions for the US region.
- Monitored the overall functioning of processes and consistently achieved key performance indicators (KPIs).
- Ensured strict adherence to organizational policies and procedures in all disbursement activities.
- Led and managed a team of disbursement specialists, ensured proper training, motivation, and effective execution of their duties.
- Implemented measures to maximize customer satisfaction levels in disbursement processes.
- Fostered a culture of Continuous Improvement (CI) within the team to drive results.
- Developed and implemented training programs to enhance the capabilities of the disbursement team.
- Established and monitored performance metrics to evaluate individual and team effectiveness.
- Initiated and implemented measures for process optimization and efficiency in disbursement functions.
- Ensured that all disbursement activities were conducted with a focus on compliance and audit readiness.

Highlights:

- Executed a KPI rationalization project, achieving a remarkable 72% reduction in key performance indicators.
- Concluded a Shift Rationalization Project, resulting in a tangible savings of 2 full-time equivalents (FTE).
- Implemented diverse process improvement initiatives, yielded an efficiency gain

Cognizant, Pune

Dec'14 – Jul'17

Team Leader – Accounts Payable

Key Result Areas:

- Spearheaded the transitions of functions within P2P (AP, T&E, Reconciliation, Vendor Master) for the client.

PERSONAL DETAILS

- ● **Date of Birth:** 19th June 1981
- ● **Languages Known:** English, Hindi & Malayalam
- ● **Address:** Pune, 411020, Maharashtra
- ● **Passport & Visa:** Yes / US B1

- Led the centralization of processes spanning 45 locations, consolidating them by addressing challenges, identifying roadblocks, and mitigating associated risks.
- Supervised the end-to-end accounts payable process across all locations, encompassing invoice receipt, verification, approval, and payment processing.
- Conducted governance calls with regional stakeholders to disseminate key metrics and updates.
- Led system migration transitions as part of the organizational strategy, targeted for universal usage of a single platform across all regions.

BNYM, Pune

May'10 – Nov'14

Accounts Payable Specialist

Key Result Areas:

- Executed the daily processing of IT invoices and maintained the monthly tracker to ensure punctual payments.
- Orchestrated the management of daily Business-As-Usual (BAU) activities, ensuring strict adherence to all Service Level Agreements (SLAs) encompassing Productivity, Utilization, Attendance, and Quality.
- Spearheaded the preparation of monthly amortization and accrual journals, engaging in comprehensive reviews with Finance Controllers to ensure financial accuracy and compliance.

Highlights:

- Formulated a Monthly Lease Invoice Tracker, a time-saving tool crucial for streamlined invoice processing, gained approval from onshore stakeholders.
- Pioneered the Vendor Self-Registration Project, enhancing efficiency by enabling vendors to upload invoices directly to the BNY Catalyst system, eliminating the need for traditional hard-copy submissions.

Linklaters, Pune

Nov'09 – May'10

Accounts Payable Specialist

Key Result Areas:

- Expanded expertise through a month-long On-the-Job Training (O.J.T.) in Hong Kong, effectively managed the migration of the Linklaters AP process to Infosys India.
- Successfully managed the transition of AP and T&E processes across 7 APAC locations for the client.
- Generated comprehensive Standard Operating Procedures (SOPs) at a detailed key-stroke level for all locations during the transition phase.
- Collaborated with the Technology Team to devise a customized technology solution tailored to the client's business needs.
- Actively participated in User Acceptance Tests (UATs) and system testing throughout the implementation phase.

Infosys BPO Ltd., Pune

Jun'05 – Nov'09

Accounts Payable Specialist

Key Result Areas:

- Worked as the primary liaison for the processing of Travel and Expense (T&E) Reports, managed the audit and release of expenses for payment for the client.
- Executed the processing of Accounts Payable (AP) invoices, led exception managing processes.
- Reviewed and maintained Standard Operating Procedures (SOPs) in adherence to ISO formats, consistently updated them to ensure regulatory compliance.