

Anshuman Singh

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- A competent professional with around 13 years of experience and exposure in the domain of purchase to pay for global customers.
- Effectively handled teams with activities comprising Invoice Processing, Vendor Queries, AP Helpdesk, GRIR, APGL and Vendor Reconciliation.
- 7 years of Rich team handling experience.
- Digital Transformation, Leading process transformation with CORA, JIRA and Digital and Ops Connects.
- Leading Digital Transformation projects on behalf of Operations.
- Handled multiple projects with the sole objective of Process Improvement.
- Managed Debit Balance, Downpayments, Retentions and resolved discrepancies.
- Outlining framework of process governance with the client by standardizing KPIs and SLAs

EXPERIENCE

Advisor

Jun 2023 – May 2024

Rio Tinto India Pvt Ltd, Gurgaon

- Managed Invoice Processing team for the Atlantic Region for the initial 6 months
- Was actively involved in the recruitment for the Transition Project as a Panelist
- Successfully managed the reverse transition from the service provider for IP and Recon team.
- Currently managing the Reconciliation team responsible for GRIR, APGL and Vendor Reconciliation
- Ensuring to adhere to the SOX compliance in terms of accurate reconciliation preparation and upload on BLACKLINE.
- Continuous Liaising with Stakeholders and Leadership to ensure smooth functioning of the overall Reconciliation function.
- Preparation of Dashboards and other Reports for Monthly review with the leadership to gauge the overall team's performance.

Service Delivery Specialist

Apr 2022 - Mar 2023

Accenture Solutions Pvt Ltd, Noida

- Managed multiple teams responsible for Invoice processing, Indexing and AP Helpdesk
- Standardized reporting to Management with regards to performance metrics, KPIs and SLAs.
- Handling OPs and Governance calls as per the frequency and P2P Challenges in Day-to-Day Operations.
- Ensure accurate process controls are in place to avoid Any Risk Events creating a No surprise culture.

Assistant Manager

Jun 2019 - Apr 2022

Genpact India Pvt Ltd, Noida

- Actively Participated in the successful Remote Transition of #1 Fortune Retail Giant.
- Selected to be a part of the Digital Transformation Team and played a pivotal role to ensure development of an integrated solution and streamline the As/is process.
- Working as a Primary Trainer and Auditor for SOE (System of Engagement) team- a new platform under development to be provided to the Client.
- Proactively involved in SOE Solution architecture discussion with Digital team.
- Preparation of SOPs and Process Maps for different scenarios in SOE.
- Participation in SOE Defect Calls & SOE Operational Connects- with SOE team/ Genpact Leadership and Client.

Team Lead

Jan 2016 - May 2019

IBM India Pvt Ltd, Gurgaon

- Managed Multiple teams simultaneously which were responsible for Invoice Processing, Vendor, AP Helpdesk, Invoice Indexing and VMD.
- Quality checks and share the feedback with team on daily basis.
- Review of SOPs on a regular basis to ensure all the updates are captured regularly.
- Driving process improvements, highlighting any process gaps to the stakeholders and work towards improvising the process in consultation with the client and CI team.
- Formulating the reporting and productivity and quality measuring parameters through initiating various trackers/logs to record the same.

Senior Practitioner

Jan 2014 - Dec 2015

IBM India Pvt Ltd, Gurgaon

Processed PO and NON-PO Invoices in ERP- Pronto.

Prepared Pending Allocation Report and shared with Team.

Worked on Urgent Email Box wherein handled requests coming from Multiple Stakeholders

Ensured the Indexing SLA is never missed.

Practitioner

Oct 2011 - Dec 2013

IBM Daksh Business Process Services Ltd, Gurgaon

- Invoice indexing and processing.
- Handled Level 1 and Level 2 tickets in Jira (AP Helpdesk)
- Effectively managed vendor queries.
- Follow up with clients for GL coding and approval of pending invoices.
- Vendor Statement Reconciliation.

EDUCATION**Master of Business Administration (M.B.A.) - Finance**

Jul 2009 - Aug 2011

*DMS, GGU, Bilaspur (C.G.)***SKILLS****Expert in:** Advanced Excel, Interpersonal Skills**ERP Used:** SAP ECC, Pronto**Tools Used:** RAPID, Automated AP, SMART, JIRA, BLACKLINE, Cockpit etc