



# MUKESH LALCHANDANI

Assistant Manager – GL / RTR / P2P



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## ABOUT ME

An accounting graduate with rich experience of over 12 years in BPO/BPS industry spread across Finance (GL, R2R, Payroll, Procure to Pay, Insurance, and People management).

Expertise in Operational efficiency, process improvement, transaction management & operations. Improving operational effectiveness. Adept in streamlining standard operating procedures. Proficient in finance, change management, client management & relationship, risk management.

## CORE COMPETENCIES:

- Finance & Accounting
- Insurance Operations
- Operations & Strategy
- Client Relationship
- Business Development
- Change Management
- Process Improvements & Transformation
- Transitions & Project Management
- Service Delivery & SLA Management
- Reporting & Business Statistics
- Performance Management
- Due Diligence & Consulting

## WORK EXPERIENCE

### Vodafone Intelligent Solutions

Pune, India  
Feb'2013 - Present

Domain - Finance & Accounting (RTR, GL, P2P)

#### Achievements:

##### • Process Improvements & Automations:

- Working as BOT Controller for few MEC activities to automate the process.
- 'Site rental automation' project to move balances from trade payable GL to site rental GL (Italy & Germany).
- Worked on GR-IR Project to minimize the IR surplus.
- Three successful transitions of P2P process & successful completion of due diligence

#### Current Designation - Assistant Manager

Current role: Service Delivery - GL (Oct'2013 – Present)

- Managed a team of 6 members for 5 countries.
- Setting up specific, measurable, and realistic goals for team members
- Team meeting to drive production & team engagement activities.
- Mid-year & Annual appraisals, Ratings, and monthly performance review of team member
- Recognizing and rewarding team members.
- Daily operation Escalation & Issue Management
- Working on various Month End GL activities and financial reporting tasks.
- Performing MEC activities likewise GR/IR split internal order settlements.
- Performing recurring process, Opex reclass & Mass reversal, Forex revaluation.
- Working on to clear the validations by finding the root cause for submission of HFM before deadline.
- Preparing SAP vs HFM recons to find out the differences between EVO & HFM.
- Review & support on Balance Sheet reconciliations to take action & clear open items.
- Working on Opex report to check the employee T&E expenses & share the report with stakeholders (Payroll).
- Post month end review call with stakeholders after every month end close & work on their inputs provided.
- Sox control review & sign off.
- Driving Automation and improvement ideas to meet annual efficiency targets.
- Validation of training and accreditation plan

**EDUCATION:**

- Post-Graduation Diploma in Business Administration (PGDBA) (Specialization in Finance) Symbiosis Centre for Distance Learning, Pune,
- Bachelor of Commerce (B. Com) - 2003

**Cognizant Technology Solutions India Pvt Ltd**

Pune, India  
Nov'2012 - Mar'2013

**Domain** - US Healthcare & Disability Insurance

**Achievement:**

- Received award for best performer during transaction phase for pilot process.

**Senior Process Executive**

- Working for FAPOS team & involved in the financial transactions for clients.
- Withdrawal of funds from the bank accounts of policy holders as per request.
- Surrender of funds from the policies as & when requested by policy owners.
- Managing day to day operational activities to ensure smooth running of the process & Business Unit. Conducting and presenting monthly reviews to the Management and rest of the leadership team
- Building and maintaining a strong client relationship to run operations smoothly through meeting all viable expectations and delivering on deliverables

**Steria India Ltd.**

Pune, India  
Mar'2007-Oct'2012

**Domain** - UK Insurance (Life & Pensions)

**Achievement:**

- Received award for best trainer for training new resources.
- Received best performer award for Quality Check.

**Senior Analyst**

- Managed 5 Operational process - Quotes, Admin, Claims, Retirement Planning & Commission for Life & Pension products.
- Responsible for day-to-day operations and SLA Management, Client Relationship, People Management & Process Management for all teams under purview
- Process Mapping
- Business Continuity Plan (BCP) SPOC for the account
- Driving performance rigorously to ensure all SLAs are met month on month

**Maersk Line (P&O Nedlloyd)**

Pune, India  
Nov'2005–Feb'2007

**Domain** - Shipping

**Processing Officer**

- Working with Export Manifesting Team (India)
- Documentation & Billing of invoices received by shipping companies.