

SHIPRA PANDEY

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SUMMARY

- Dynamic and detail-oriented professional with 11+ years of experience in managing procurement processes, vendor negotiations, and supply chain optimization in diverse industries.
- Demonstrated success in effective cost optimization through skillful supplier negotiation and maintaining optimal stock levels for strategic spares. Skilled in developing and implementing uniform strategies across all procurement and sourcing activities, thereby ensuring optimal value and cost savings.
- Hands-on experience in process transition at Metro, enhancing operational workflows and efficiency. Deft in preparing and coordinating the presentation materials for strategic planning, budgeting, and ensuring professional presentation, completeness, and timeliness.
- Proficient in various procurement and business intelligence tools including SAP-MMS, Oracle R12, Fieldglass, MicroStrategy, and Tungsten Network.
- Competent in implementing strategic market research, branding, analytics, email marketing, and campaign management to support customer acquisition.
- Recognized for a commendable ability to mediate vendor issues, manage multiple assignments, and make quick, accurate decisions in high-pressure environments.

CORE COMPETENCIES

• Procurement Management	• Purchase Orders (PO)	• Contract Negotiation
• Purchasing & Buying	• Supplier Relationship Management (SRM)	• Cost Reduction
• Supply Chain Management	• Process Improvement	• Inventory Management
• Vendor Management	• Quality Assurance	• Budget Management
• Strategic Sourcing	• Data Analysis	• Financial Analysis

KEY HIGHLIGHTS

- **Awards and Recognitions:**
 - Received the highest Eureka Award in 2015 for significant process improvement ideas.
 - Awarded the Silver Star in 2014 for excellence in training and feedback.
 - Earned multiple Performer of the Month Awards from 2012 to 2016 for streamlining processes, alongside receiving the Maximum Gold Awards.
- Led E-Invoicing campaign across North America and India at BMC Software, automating vertex tax and PO discrepancies to prevent payment delays.
- Introduced surcharge concept in the Accounts Payable Department at MGBS using SAP, resolving eight-month delayed supplier payments.
- Streamlined service invoice supplier payments using SAP, preventing processing errors and payment delays.
- Developed new goods receipt and invoice matching method for a specific supplier at MGBS, resulting in improved processes and customer satisfaction.
- Successfully managed pilot project for Article and Vendor Maintenance at BMC Software, expanding business across nine countries using Oracle.

ACADEMICS

Master of Business Administration in Finance & HR | University of Jabalpur, India | 2006

Bachelor of Commerce in Finance | University of Jabalpur, India | 2004

TECHNICAL SKILLS

- Applications: SAP, Oracle R12, SQL, Microsoft SharePoint, Datagain, Mintec, Quality Link, Nielsen, Datango SAP, etc.
- Fieldglass is a Vendor Management System (VMS), MicroStrategy - Business Intelligence Tool, Tungsten Network for E-Invoicing
- Utility Tools: MS Office- MS Excel, PowerPoint, Outlook, Paint, and Word.

EXPERIENCE DETAILS

BMC Software Pune | Staff Sourcing Analyst | Aug 2019 – To date

- Working with Global Procurement team.
- Individual contributor Global Procurement/Purchase to Pay (P2P) Operations team.
- Procurement & Sourcing = Managed the procurement process to acquire goods and services in a timely and cost- effective manner. Developed and implemented tedious strategies to achieve cost savings on procurement of raw materials and services.
- Contract Administration - Monitored and ensured compliance with the terms and conditions of contracts. Maintained relationships with existing suppliers while continuously scouting for new suppliers.
- Vendor Negotiation & Management- Negotiated contracts and agreements with vendors, suppliers, and contractors. Demand Management - Evaluated and selected suppliers based on quality, cost, delivery, and services.
- Risk Mitigation - Identified and addressed potential risks associated with the procurement process.
- Project Management - Assisted with budget planning and forecasting to ensure fiscal responsibility.
- Logistics & Warehouse Management - Coordinated with vendors to manage the delivery of goods and services. Managed inventory, warehouse, and logistic operations.
- Financial Analysis - Performed financial analysis to track and monitor spending.
- Swiftly identifying and resolving invoice holds to ensure timely supplier payments, while handling complex vendor statement reconciliations.
- Managing inquiries and providing solutions for invoice and payment issues across regional inboxes for North America, Latin America, Europe, the Middle East, Africa, and Asia-Pacific.
- Managing critical vendor reconciliations, including major accounts such as MS-AZURE, Amazon, Oracle, and Google.
- Driving global digital transformation initiatives to standardize and automate the P2P process, enhancing efficiency and governance.
- Leading continuous improvement efforts in the P2P operating model, adopting best practices, and making necessary adjustments to maintain best-in-class processes.
- Implementing and overseeing the rollout of E-Invoicing across EMEA, North America, and India, and collaborating with the Tax team to ensure accurate tax implementations.
- Reviewing and processing reconciliations for AMEX and Purchasing Cards, including preparing and processing payments via checks, wire transfers, and other methods.
- Implementing a surcharge concept in the Accounts Payable department, resolving long-standing payment issues, and enhancing payment accuracy to suppliers.

Amazon Development Centre Pvt Ltd | Senior FinOps Specialist | Jun 2017 – Aug 2019

Worked as an Account Manager to the vendor portfolios.

- Identifying root causes for problems within the supply chain or in internal Amazon systems and leading the initiative of fixing these problems- conduct follow-up tasks, communicate opportunities for improvement and agree action plans.
- Analyze key Supplier trends, govern mediation requirement based on analyzed trends.
- Acting as a main point of contact for TOP Amazon Suppliers, with the goal to develop strong business relationships, create mutual trust, and resolve any conflicts to avoid shipment holds or other business interruption.
- Prepare vendor health scorecard Conducting reviews and identifying vendor accounts that are likely to become a delivery hold situation and pro-actively working on their account balances.
- Addressing any account related inquiries and concerns from vendors and ensuring vendors know how to use the Amazon tools.
- Analyzing metrics relating to operational performance and effectively presenting data to vendors and internal teams
- Working actively and accurately on an independent basis; giving great attention to detail and displaying the initiative to quickly identify and resolve variances, failures and discrepancies.
- Interacting with Retail & Finance teams while working on the same vendor account and agreeing on priorities, business decisions, objectives and communication.

Metro Global Business Services Pvt. Ltd | Senior Analyst | Dec 2011 – May 2017

- Part of transition to Dusseldorf (Germany) for AP. ↗
- Invoice Processing: Worked on SAP (ERP). Handling invoice control process of account payable for Metro Cash and Carry Germany/Turkey and Poland countries. Processing of EDI as well as Paper Invoices.
- Query Management: Queries raised to onshore team, internal queries handling.

- Exceptions Management: Quantity difference, Price difference, VAT difference, different cost suppliers posting, general ledger posting and duplicate invoices. Payments of processed invoices
- Critical Vendor Management – Processing invoices of critical suppliers and purchase areas. Analyzing the supplier trend and processing invoices accordingly. Managing monthly closing of AP records. Assist colleagues with resolving queries and drafting emails
- Help team members prepare checklists of their daily tasks and deliverables. Schedule and conduct fortnightly process refresher and update training for the team. Conduct daily random sample audits of processed invoices and perform root cause analysis on errors
- Act as Compliance cum Audit POC for "Clean Desk Policy", password sharing, and desktop locking. Act as Admin POC to maintain and update daily attendance, team leave calendar, and transport-related issues.
- Managed paper invoice controlling and processing, including EDI invoices, and addressed price and quantity mismatches with the Buying and Goods Receiving teams.
- Conducted first approvals for invoices, managed open items, and communicated with the local finance team regarding supplier queries.
- Analyzed and addressed productivity and accuracy concerns within the team, prepared monthly bonus ratings, and managed team meetings focusing on performance and leave management.
- Managed teams across multiple sub-processes and was involved in various process-related activities.