

# TOUHID MUJAWAR

Process Lead  
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Experienced and energetic Lead with over seven years of experience in effectively managing Finance and Accounts projects from conception to completion. Positive attitude towards unconventional thinking to facilitate the process.

## EXPERIENCE

Date – Oct'2022 – May'2024

**PROCESS LEAD**, Infosys Bpm Limited.

- Implemented a performance management system that makes employees to exceed expectations
- Currently working at Infosys BPM Ltd as Process Lead for one of the largest food travel companies managing their F&A 16 FTE for the DACH region
- Hold daily, monthly and quarterly meetings with the Finance Director of Onshore
- Working in the ERP Transmission process of SAP 6.08 to SAP S4 Hana.
- Skill in overseeing the delivery of high-quality customer experiences, increasing customer satisfaction while adhering to SLAs and work processes, thus managing cost-efficient operations.
- Conducted performance reviews and provided meaningful feedback to team members, resulting in improved morale and motivation
- Held regular meetings to ensure alignment with workflow and to ensure team members were on track to meet deadlines
- Built relationships with clients to increase the Service efficiency
- Developed processes and procedures to increase efficiency and reduce manual tasks
- Facilitated collaboration between cross-functional teams to ensure successful completion of project milestones
- Created a financial dashboard that provided up-to-date visibility of financial metrics in real-time
- Monthly internal reports such as KPI, volume baseline and scorecard are reviewed to ensure we are meeting KPI-PI targets

**DATES : OCT'2019 – SEPT'2022**

**PROCESS SPECIALIST**, Infosys Bpm Limited.

- Developed and implemented a quality management system that reduced defects and improved customer satisfaction.
- Calculation of fixed and variable rent for 500+ units and creation of provisions for this.
- Preparation of the rent invoice and distribution to the landlord.
- Execution of the sales validation between the unit documents and the SAP data and posting of the entry required to reconcile them.
- Successful completion of the vendor clearing project in 9 months to eliminate vendor requests and reduce the backlog.

- Works separately from 90 direct debit providers (providers who deduct payment directly from the bank) and ensures that all invoices for which payment is deducted have been received, settled and reconciled.
- Ensure that the suspense account of F/X is balanced by transferring it to a specific GL.
- Checking and validating all manually paid invoices and blocking them, as well as ensuring that no invoices are paid twice.
- Analyzing, preparing the overview and making sure to process the manual paid invoices and then Clearing or blocking once in EPR(SAP)
- Successful completion of the project to upgrade the ERP system (from Navision to SAP) (SAP 6.0 to 6.08)

**DATES : OCT'2017 – SEPT'2019**

**JUNIOR ANALYST, INFOSYS BPM LTD.**

- Separation of invoices for direct and indirect expenses and transmission to the corresponding queue.
- Separate analysis of the invoices and delivery bill report to check whether the delivery bill was created with a different number
- Posting of special invoices directly in the SAP.

**DATES : OCT'2015 – SEPT'2017**

**JUNIOR ACCOUNTANT, RR ASSOCIATES(FIRM).**

- Posting of the bank statement
- Posting of sales and purchase invoices
- Keeping customer files.

## HIGHLIGHTS

- Delivered 6 FTE productivity thru Cross leverage project & 4 FTE thru Cycle time reduction project
- Remote Transition for 5 FTE.
- Identified potential areas of risk and opportunity to management and recommended suggestions to drive business results
- Delivered 3 FTE savings by implementing 3 different tools into the process
- Created a financial dashboard that provided up-to-date visibility of financial metrics in real-time

## EDUCATION

**2013 – 2016**

**BACHELOR OF COMMERCE, MODERN COLLEGE OF ARTS COM AND SCI.**

**2011-2013**

**HSC, SFJV COLLEGE CHINCHWAD.**

**2011**

**SSLC, TINY TOTS ENGLISH MEDIUM SCHOOL.**

## SKILLS

- *Fast Learner ..... Experienced*
- *Adaptability..... Experienced*
- *Effective Time Management... ..... Experienced*
- *Customer Service..... Experienced*
- *Communication Skills ..... Experienced*
- *Microsoft Office ..... Experienced*

## LANGUAGES

- *English..... High Proficient*
- *Marathi. .... Good Command*
- *Hindi... ..... Good Command*
- *Kannada... ..... Working Knowledge*

## PERSONAL DETAILS

- **Date of Birth - 16<sup>th</sup> October 1995**
- **Notice Period - Immediate Joiner**