



# SWANAND SOMAN

Deputy Manager



+91 - 9226846531



somanswanand25@gmail.com



<https://www.linkedin.com/in/swanand-soman>

## JOB OBJECTIVE

A dynamic professional with excellence in leadership roles within operations and finance markets, utilizing **12 years** of expertise in SAP IFRS 16, project management, and client relations.

## CORE COMPETENCIES

- German language C1
- Strategic Planning & Execution
- Project Coordination & Management
- Commercial Operations
- Client Communication & Management
- Contract Management
- Vendor & Stakeholder Management
- Accounts Payable/ Accounts Receivable
- Process Training
- Team Leadership & Management
- Process Improvement & Optimization

## EDUCATION

**2010**

**Graduation (Bachelors)**

S.P College, Pune

## MAJOR HIGHLIGHTS

- Successfully managed **vendor queries and lease accounting for German and European Vendors**, ensuring timely resolution and client satisfaction.
- Led **commercial operations**, reducing accounts outstanding and resolving commercial disputes effectively.
- Managed **key client accounts in Germany Switzerland and other European Countries**, demonstrating strong techno-commercial acumen and ensuring efficient contract management.
- Resolved queries related to **SAP HANA and Service Now**, ensuring seamless communication
- Handled client emails in **German**, providing critical support and

## PROFILE SUMMARY

- Resulted-oriented professional with excellence in **12 years** in SAP IFRS 16, project management, and SAP contract creations across diverse organizations.
- Currently working as a **Deputy Manager** at Vodafone Intelligence Services, leading teams and managing vendor queries, lease accounting, and contract management for 8000-9000 clients.
- Possess expertise in **commercial operations, finance, & accounts**, with a proven track record of reducing accounts outstanding and managing commercial disputes.
- Successfully managed **key client accounts** as a Senior Specialist at Maersk Global Services Pvt Ltd, demonstrating strong techno-commercial acumen.
- A **self-starter with a can-do attitude**, always looking at challenges as opportunities for growth and success.
- Proven track record of successfully managing various **projects**, driving efficiency and deliver high-quality services to clients.
- Possess **excellent interpersonal skills**, with the ability to communicate effectively at all levels and build strong relationships with clients and team members; known for being an efficient **multi-tasker**, capable of handling important responsibilities & delivering results.

## WORK EXPERIENCE

### Jun'22 – Present: Deputy Manager with Vodafone Intelligence Services

#### Key Deliverables:

- Led vendor management and lease accounting, ensuring prompt resolution of escalations in the German language.
- Spearheaded project coordination and modification of termination of leases in the REFX Engine, ensuring smooth progress and client satisfaction.
- Prepared comprehensive reports for management and clients, facilitating informed decision-making and process improvement.
- Oversaw commercial operations, managing accounts payable and accounts receivable for a substantial client base, and optimizing contract management and dispute resolution.
- Coordinated with cross-functional teams, ensuring seamless project delivery and client satisfaction.
- Implemented a new vendor management system, resulting in a reduction in escalations and improved client satisfaction, demonstrating strong leadership and problem-solving skills.

### Feb'20 – Jun'22: Senior Specialist with Maersk Global Services Pvt. Ltd.

#### Key Deliverables:

- Managed key client accounts, demonstrating strong techno-commercial acumen and resolving commercial disputes effectively.
- Provided critical support in finance and accounts, reducing accounts outstanding and streamlining invoice and contract management processes.
- Communicated with clients, both voice and non-voice, ensuring effective client relations and resolving inflow reduction claims efficiently.
- Streamlined invoice and contract management processes, resulting in a **60% reduction** in accounts outstanding and improved efficiency in financial operations.

ensuring effective communication with clients and agents.

## TECHNICAL SKILLS

- SAP IFRS 16
- Microsoft Office
- Microsoft Excel
- SAP HANA
- Service Now

## PERSONAL DETAILS

**Date of Birth:** 25<sup>th</sup> January 1990

**Languages:** German, English, Marathi, & Hindi

### Sep'19 – Feb'20: Language Cert Analyst with Accenture

#### Key Deliverables:

- Resolved queries related to SAP HANA & Service Now, ensuring seamless communication with vendors and clients.
- Effectively communicated in German, providing critical support to the internal invoicing team and attending client calls regularly.
- Demonstrated proficiency in solving German language queries, facilitating smooth communication and efficient query resolution.

### Apr'16 – Aug'19: Analyst with AXA

#### Key Deliverables:

- Managed client emails in German, ensuring effective communication and addressing client queries promptly.
- Handled accident claims, policy cancellations, and renewals, providing critical support to clients and agents across Switzerland, France, and Italy.
- Provided valuable feedback to the offshore team, ensuring high-quality project delivery and client satisfaction.

### Dec'11 – Mar'16: Project Executive – Project Management with Springer Nature

#### Key Deliverables:

- Led detailed project planning and control, managing deliverables and client communication for projects in Germany and the Netherlands.
- Facilitated weekly client calls, ensuring transparent status updates and effective project coordination.
- Translated German queries into English for the production team, ensuring seamless communication and project delivery.
- Provided comprehensive process training to the team, ensuring adherence to quality standards and efficient project execution.