



Swagat Pattnaik

Ops Sr Manager (Global Accounts Payable/ P2P)

Immediate Joiner

India

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SUMMARY

- **Diligent and competent** professional, offering 12+ years of experience in areas of Finance & Accounts like Accounts Payable/P2P (Invoice processing, Billing, TnE, Payments, Payroll, VMD, Supplier onboarding, Vendor Management, Procurement and KAM etc), Automation Projects, Reporting and SOP updation, R2R.
- **A strong team player**, training, guiding and motivating team members towards maximum productivity with exceptional consensus building, negotiation & interpersonal skills, analytical mind and comprehensive problem detection/ solving abilities.
- **Proven track record**, with an ability to excel within a challenging environment, initiating and executing across a portfolio of projects harmonizing technical needs with business realities.

SKILLS

- Procure to Pay
- Accounts payable
- Vendor Management
- People Management
- Stakeholder Management
- SAP, COUPA, ARIBA, EDI/VCW, CONCUR
- Invoicing, Payments
- TnE, GRIR, BPO Expert
- Billing, O2C, Budgeting
- Reporting
- Financial Planning and Analysis
- R2R Activities
- Automations
- Process Improvement Ideas
- Microsoft Visio, PPT

WORK EXPERIENCE

Pierian Services Pvt Ltd, (ECommerce division) | Ops Manager | Accounts Payable Invoice processing, Vendor Management, Helpdesk, Travel and Expenses, Payments & Automations | (Feb 2023-Current)

- **Supervising** a team of 50 people for global ecommerce business consists of P2P/ Accounts payable BAU and Quality check team.
- Working with top sellers in terms of Vendor management, Procurement, Invoice processing (PO & Non-PO) & Payments. Taking care of Stakeholders, vendors, sellers and marketplace.
- Supervising end-to-end payments, Invoice scanning, Invoice processing, Vendor management, Vendor recon, Travel n exp etc.
- Co-ordination for resource deployment across all processes of P2P as per Shift and skill set to ensure budget & pricing compliance matching with seller billing. Supervise the day to day operations of corporate card programme including new card issuance.
- Identify the needs of training and update/prepare **SOP** for P2P and Procurement in regular intervals. Then to do reviews and Sign off SOW to complete contractual process. Working exposure for procurement process including VAT, GST and US taxes, global mobility tax compliance, billing/invoicing, AP aging reporting & MIS reports capturing SLA, KPI's.
- Identify and implement internal financial goals. Establishes and monitors SLA's along with tracking KRA for vendors, team members. Oversight for planning and identifying development areas of team and monitor to achieve agreed efficiency and quality levels.
- Orchestrated automation projects like **EDI/VCW**, ERP solutions and **DICES** for Invoice Processing and **ORACLE 11i** for payments to vendors for all sellers starting from giving training, go through UAT, hypercare period and go live. Maintain/Track **KPI's** (Key performance Indicators) like On-time payment (OTP), First pass yield, IP on time etc.
- Supervised escalations from external suppliers and internal stakeholders and engaged in Recruitment, performance management, coaching and personal development of team members. Exposure in coaching, mentoring & developing people.
- Preparing, taking approvals, aligning goals, feedback for Sr. executives, Asst. Managers & Managers for yearly appraisals.
- Ensure PIF (Paid in full) and PAM (Payment accuracy metrics) or POT are measured correctly for sellers.
- Driving service excellence and transformation in Accounts payable process.
- Regular 1:1 performance review with direct reportees and pass the feedback to improve or if done exceptionally good.
- Identify the operations gaps, propose to be process with pros and cons evaluation and implementing it.

Honeywell Pvt Ltd. | Sr. Svcs Financial Sup | P2P Invoice Processing, Vendor Experience, Reporting, Payments, Travel n Expenses (Jan 2020 – Jan 2023)

- **Supervised** a team of 25 people for APAC, EMEA region.
- Working for EAME region with specific attention to specific countries.

QUALIFICATION

- **BCOM** from Utkal University, Bhubaneswar
- **Intermediate** from Utkal University, Bhubaneswar
- **Schooling** from DAV Public School, Bhubaneswar

TRAINING WORKSHOPS

- Six sigma certified 2013
- SAP
- Lean certified 2013

PERSONAL VITAE

- Interest: Playing cricket, Travelling & Cooking
- Languages Known: English, Hindi & Regional
- Marital Status: Married
- References: Yes If required

- **Monitored** daily activities assigned to team like invoice processing (PO & Non-PO), payments, ICC vendor invoices, SNOW, GMB, Vendor statement reconciliation and to ensure SLA is not missed.
- Ensure SOX compliance in Accounts Payable processes and aid internal & external audit. Resolve outstanding reconciliation items in goods receipt and invoice receipt. Taking up helpdesk escalations and providing resolutions.
- Orchestrated closely for TnE team to track and process the expenses through **CONCUR**. Support the managed services delivery team with the transition & establishment of managed services.
- Participates in weekly meetings with respective Accounts Payable team to audit aged exceptions, evaluate exception clearing performance, and document training opportunities. Also Collaborate with Infosys Accounts Payable for tickets raised, Finance, Global Controlling, and business to drive standardization within Source to the Pay process.
- **Monitoring** ad-hoc activities as Down payments, Accelerated down payments, possible duplicates, Accruals, Dummy proposal, Payment exception report, R block report etc.
- Maintain **KPI's** like On-time payment (OTP), First pass yield etc.
- Reconcile statements and resolve discrepancies with vendors.

Syngenta India Pvt. Ltd | Team lead | I2P Invoice Processing, Procurement, TnE, Automations, Payments and Billing O2C |
(April 2018 – Jan 2020)

- **Supervised** a team of 10 people for EMEA & US region with specific attention to France, South Africa, Romania and Morocco countries.
- Exposure to SAP, ARIBA, ABBYY, ORACLE & SNOW (Service Now), Peoplesoft, CONCUR Travel along with leading new projects like SNOW, Abbyy and Ariba having more focus on Automation solutions.
- Orchestrated for automations projects like **COUPA, ABBYY, JD Edwards and SNOW** (Service now) starting from giving training, go through UAT, hypercare period and go live..
- **Monitoring** daily activities assigned to team like invoice processing (PO & Non-PO), payments, ICC vendor invoices, SNOW, GMB, Vendor statement reconciliation and to ensure **SLA** is not missed.
- Maintain KPI's like On-time payment (OTP) or (POT), First pass yield, Posted dashboard, On-time receipt etc.
- Work closely with the Procurement, Vendor Master & payments team to reconcile & resolve Cross-functional Issues within the P2P Process.
- **Conducting** performance appraisals of team members and giving feedback to each individual along with providing the rating analysis.

Wipro India Pvt. Ltd | Senior Executive | P2P Invoice processing/ Reporting/Vendor management/FPNA Reporting|
(Feb 2015 – April 2018)

- Dashboard preparation/presentation and financial reporting & consolidation, Headcount Reporting.
- Processed Expenses and measured the accuracy on daily basis to track the expenses through **CONCUR**.
- Closely orchestrated daily activities like invoice processing (PO & Non-PO), payments, ICC vendor invoices, SNOW, GMB, Vendor statement.
- Orchestrated Invoice processing, Travel and Expenses and Payments in tools like **COUPA, ABBYY and SNOW** (Service now).

ECW Pvt LTD | Ahmedabad, |Billing Accounts Manager | P2P Invoice processing, O2C|

GENPACT LTD | Hyderabad, Andhra Pradesh |Process Associate |P2P & R2R| (Apr 2012 – Feb 2014)