



SUDHAKARA T

Process Lead

Global Accounts Payable| Supplier Support| Vendor Master Operations

PROFILE

Dedicated and detail-oriented professional with 12 years of rich experience in Global P2P - Global Accounts Payable, Supplier Support and Supplier master data governance.

Leading Invoice Processing team, Auditing, RCAs, Managing AP mailboxes. Reporting/Metrics/Dashboards preparations and Presentations, Assisting Procurement, AR and VDM/internal collaborations for smooth closure of Payables Accounts. Open PO/GRNI/URR/GRIR and payable aging Report investigations. Master in MS Excel, Visual basics and Macros, approaching or designing Payables Process/Process Enhancement/Automations. Managing Escalations/Queries from internal and external stake holders,

CONTACT

+919591567881

Sudhakara.t.shet2@gmail.com

Bangalore - 560078

[linkedin.com/in/sudhakara-t-b847b69b](https://www.linkedin.com/in/sudhakara-t-b847b69b)

EDUCATION

2008 - 2011

KUVEMPU UNIVERSITY

- Bachelor of Commerce - 85%

2006 - 2008

CBSE - JNVG

- 12th Commerce - 84%

SKILLS

- KPIs/SLA Reporting
- Advanced Excel/Macros/Visual Basics
- Analytics/Investigations
- Internal Team Relations
- Internal cross process enhancements/automations
- Teamwork/Team Management
- Time Management
- Critical Thinking
- Invoice management

LANGUAGES

- English
- Hindi
- Kannada

WORK EXPERIENCE

VMware Software Private Ltd

2017 - PRESENT

Sr Data Analyst 2

- Managing Invoice processing - APAC, EMEA & US (PO/NON-PO) regions in SAP S4 Hana & Quality Audit check for all regions as per TATs/SLAs.
- Supervision of payment request forms and customer refunds, Project Invoices and retention Invoices.
- Managing AP Aging, PO Aging, Payment block, Internal team reconciliations and Payment Rejection reports.
- Managing KPIs and SLAs, monthly, quarterly and yearly metrics reporting and Comparison dashboards.
- Preparing and presenting various Governance Reports, Performance Reports, quarterly and Internal Quality reports to GPO - Advanced excel/Macros - Reporting data expert.
- Supporting client, suppliers and internal stake holders for smooth functioning, of all payments ACH, Chek, Wire, DP, RDC & I.
- Bank details verification and fraudulent controlling mechanism, Bank details amendments as per country specific and payment team's requirement.
- Analyzing the budget reports and advising the Payments team for release of payments
- Investigation of GR/IR, GRNI/URR Report and AP open Reports.
- Payment Block & Rejection reports analysis and investigation. Auditing/Identifying the duplicate Invoices, correcting through analysis and Internal audit/RCAs.
- Expertise in Payment Rejection reconciliation for all regions.
- Vendor Management and assisting in Onboarding and Offboarding of suppliers, Customer and Employees as per the Country specific regulations /requirement.
- Supplier Master Data amendments and tracking Master Data Governance amendments in Coupa with due diligent.
- Supplier CRA/Risk Assessment procedures and WHT 1099 reporting of suppliers.
- Identifying the process improvement areas, collaborating with the management/IT team to develop and implement of process enhancements/automations.
- Training Freshers and Preparing/updating SOPs, Tracking and Reporting exceptional process flows and enhancing the Process flows.
- Data analysis, investigation and providing the insight of AP to management from the system dumped reports.

EDUCATIONAL ACHIEVEMENTS

- Scored 100/100 marks in QA (2011)
- Scored 97 marks in Business studies and 95 marks in accountancy (CBSE) which is second highest for 2008
- Selected for cultural exchange program and studied 9th standard in Chhattisgarh state

ONSITE TRANSITION EXPERIENCE

- Visited Juarez city in Mexico as part of Invoice processing and error resolution transition specialist for 60 days of onsite training. Active participation in SOP preparation, smooth transition, Process stabilization and identifying the improvement area.

HOBBIES

Short Video creator, exploring new Technologie and very passionate about Travelling

LANGUAGES KNOWN

Kannada
Hindi
English

Capgemini Business Services (INDIA)
Process Lead

2015- 2017

- Supervising Accounts Payable invoice processing Team, daily allocation, closely monitoring and auditing, SAP Invoice postings/RCAs
- Escalation and urgent client request handling, Internal collaboration to resolve the IP issues.
- Preparing the reports of withholding tax on weekly basis and sending detailed report to payments team
- Part of Mexico Transition for processing critical PO and non PO based DM/CMs, adjustment entries.
- Weekly progress meetings, month end cutoff activities, preparing reports and presenting to onsite team.
- Supporting vendors for generating invoices, RTVs, handling Generic email boxes and AP help desk support activities.
- Process enhancements and automation expert.
- Handling AP Aging, PO Aging, Payment block, Internal team reconciliation.
- Managing KPIs/SLAs/TATs, monthly, quarterly and yearly metrics reporting and Comparision Dashboards.

Infosys BPO Ltd
Process Lead - SME

2011 - 2015

- Nike inventory management, data mining and reporting
- Preparing dashboards and necessary dashboards from SAP raw output.
- Processing PO and Non PO based Invoices and credit memos
- Managing the supplier and buyers queries and Help desk activities.
- Posting the errored PO and non-PO based invoices in different ERPs- SAP, CODA and CMS
- Escalation investigation and RCA
- Preparing Governance reports.
- Allocating the invoices and ensuring the completeness of allocation & internal Audit.
- Internal team collaborations for process enhancement and automation for reporting and Inventory management.
- Vendor query handling through emails and phone calls
- Implementation of identified best practices.
- Data analysis and providing the useful data from the system dumped reports

PROCESS IMPROVEMENTS/AUTOMATIONS

- **Payment calendar** - Using excel functional formulas, payment calendar introduced in order to provide the Payment date to the suppliers for many invoices in real time basis, which previously was in PDF format.
- **RTV Invoices** - Rejected invoices notification to suppliers' process was manual, with the help of Macros automated the process, which sends notification to all suppliers where invoices status is RTV.
- **Duplicate Invoice controller** - Suppliers invoices were scanned multiple times from onsite team during month end, built a macro to compare the details of Invoices posted and with fresh queue to avoid duplicate allocations/postings.
- **Employee Bank details collection** - Shared Idea, collaborated with internal and IT team to collect the bank details from employees for expense reimbursements.
- **Accuracy of Invoice Posted** - Introduced macro to find the invalid Indexing fields for Invoice posted for the team, Macro compares the data from SAP output file with Indexed invoice records and shows only those invoices which are potential errors.
- **Team Performance Tracker** - Excel Macro based Template prepared to calculate the individual FTEs performance and accuracy, and many more process improvements have implemented in P2P and much more.

DECLARATION - I do hereby declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.

Bangalore

Sudhakara T