

JOB OBJECTIVE

Result-driven professional with **14 years** of progressive career in managing multi-functional roles across **AP Operations, Transition Management, Transformation, Business Continuity Planning and Training** with focus on achieving business profitability sustainability and long-term goals; targeting leadership assignments with a leading organization.

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EDUCATION

- B.Com. from Mumbai University, Mumbai in 2008

CORE COMPETENCIES

- Finance Operations (Accounts Payable & Accounts Receivable)
- Internal Controls and Compliance
- Client & Stakeholder Engagement/ Cross-Functional Coordination
- Process Improvement/Continuous Enhancement/ Automation
- Risk/Change Management
- Service Delivery Management
- Roadmap Development/ Business Continuity Planning
- SLA/KPI Management
- Auditing
- Workforce Planning/ Team Management/ Training & Development

SUMESH M PANICKER

APAC Lead - Senior Manager (Accounts Payable Operations)

PERSONAL PROFILE

- Proven success in spearheading the **entire gamut of Accounts Payable processes and experience in Accounts Receivable**; managed vendor relations, ensured timely & accurate processing of invoices, purchase orders, expense reports, credit memos and payment transactions
- **Strong project management, implementation, analytical and training skills** that have resulted in repeated success in guiding sizeable & cross-functional teams in implementation of **migration, transitions & transformation projects**
- **Gained international exposure** of visiting **Canada for migration project** and **offshored processes to India**
- **An ambassador of change** with success in establishing new departments, teams, operational readiness, service delivery strategy, **continuous process improvement**, internal controls, process flow, enhanced systems & SOPs
- Facilitated the implementation of **cutting-edge technology/non-technology solutions** with expertise in strategy roadmap development, scope management, **business continuity planning, disaster recovery** & compliance management
- **Acted as SPOC in performing BCP Testing** across 4 sites globally with nil exception
- Impeccable record of **motivating teams** that excel in delivering business value with high morale & low attrition; driving integrated operations including **recruiting, leading, training and monitoring** the team members
- Achieving **organization values & vision**, overcoming complex **business risks & challenges** through critical thinking & attention to detail ability and delivering on mission-critical targets
- Innate skills in developing long-term strategies, **influencing leadership decisions** and facilitating discussions to understand business needs with excellence in **resolving problems & escalation within agreed SLA, time, cost & quality**

NOTABLE ACCOMPLISHMENTS

- Successfully led projects such as:
 - Migrated AP process from Canada as a transition and Op's lead
 - Transition US sales tax process from US AP virtually
 - Migrated and implementation of new application for Buy Smart Vendors
- Led implementation of **Asia Pacific CoE model**, thereby reducing 85K USD in 2022
- Collaborated with Transformation Team to **set up CoE for Audit/ Vendor Master and Corporate Card**
- Currently **working on E-invoicing penetration** for all the markets
- Coordinated with IT team to **implement automation tools** such as Paid on Time Dashboard, Chaser tools and Invoice Life cycle report
- Successful implementation of **Cross Training Matrix** to gauge staff current role and cross trained staff on other process activities
- Played a key role in remote **migration and UAT Testing** for **Buy Smart E-form implementation** and **US Taxation**
- Rendered assistance in **Statutory and Internal Audit** with NIL observations
- Showcased excellent performance and adjudged with awards such as:
 - Best Sr. Manager of Q3 in 2021, Q4 in 2022 & awarded for low attrition in 2022
 - Best Manager of Q2 & Q3 2018, Q4 in 2019, Q1, Q2 & Q4 in 2020 and
 - AM Star of the Quarter for Q4 (2016)
 - Team of the Month for Jun'16, Aug'16 and Oct'16 respectively
- Implemented **Citrix Application** to improve efficiency in process
- Worked towards developing & upgrading MI's to reduce time consumption
- Contributed **majorly to e-Invoicing/Sales tax**, streamlined process and prepared SOP

AREA OF EXPERTISE

- Journal Vouchers for Non-Accrual Loans
- Daily/Weekly/Monthly MI's,
- Buy Smart reconciliation for Vendor payment & Employee eExpense claims
- Managed Generic Mailbox
- Payment of Invoices
- Problem Resolution & Exception Management for IP & eExpense and Unpost Entries
- New Vendor establishment/ amendments to existing
- Sales tax self-assessment/adjustment
- Foreign Currency & Foreign ACH payment
- Special handling instructions for Checks

SOFT SKILLS

- Strategic Leadership
- Effective Communicator & Collaborator
- Hard-core Negotiator
- Problem Solver & Decision Maker

PERSONAL DETAILS

Date of Birth: 3rd July 1986
Languages Known: English, Hindi, Marathi & Malayalam

WORK EXPERIENCE

Senior Manager Accounts Payable Operations for APAC regions (8 regions) Genpact India Pvt. Ltd., Hyderabad Since Jan'18

Growth Path:

Jan'18 – Jul'21 as Manager
Aug'21 – Present as Senior Manager

Key Result Areas:

- Participating in leadership discussions for evolving strategic vision, driving change & transformation, reviewing headcount, creating forecast, attrition plan and backfills
- Evaluating the roadmaps for optimization project with digital team and planning for execution and successful closure
- Designing the BCP plan for the business and ensuring adhere to business guidelines
- Ensuring that plans and strategies are appropriate, cohesive and viable, and could be used to recover key functions within required time frames
- Supporting internal reporting and tracking of business continuity related issues and remediation activities
- Showcased excellence in resolving in-depth queries in a methodical manner independently and with internal & external business partners to find appropriate resolutions, efficiencies and high level of quality
- Identifying & replicating best practices across all functions for inculcating learning & sharing approach among all employees
- Support the identification of Business Continuity related risks (internal / external), the assessment of their likelihood, as well as potential impacts and risk mitigation plans
- Conducting internal process audits & process reviews for ensuring strict adherence to the process parameters/systems as per defined guidelines
- Setting out in-house quality standards for various operational areas, ensuring a high-quality customer experience while adhering to SLAs
- Initiating & managing complex, departmental work by building governance model and driving continuous improvement in metrics, SOPs, KPIs and performance management
- Preparing ad-hoc and operational reports, handled analytics and management reporting
- Managing Accounts Payable (AP) trial balances at month-end and maintained adherence to standards
- Devising risk policies & implementing effective control mechanisms to ensure organization is well within its risk appetite
- Leading growth & farming opportunities, solution and transition of new business from client locations
- Spearheading the entire gamut of transition management including planning & forecasting, resource allocation, governance and coordination with team for successful & timely delivery of projects

Senior Analyst in Global Supply Chain Innovation HSBC, Hyderabad

Oct'11 – Jan'18

Growth Path:

Oct'11 – Jan'14 as Accounts Payable Specialist – US A/P
Feb'14 – Jan'18 as Assistant Manager (Accounts Payable Operations) – Canada & USA A/P

Key Result Areas:

- Worked towards approving claims and invoices above thresholds
- Ensured payments of Paper based, and Purchase Order based invoices within the agreed paydays to the vendor
- Monitored and verified proper documentation, procedures, data retention matrix are in place to be in compliant with policy
- Updated new vendors on the payment system along with the required KYC documents to mitigate risk to the bank and to be compliant with the Regulatory requirements
- Executed Business Contingency Plan Testing for all the applications for back up site
- Facilitated no-fault internal and external audits as a result of adherence to company policies (Data retention matrix, System access matrix)
- Analyzed contingency requirements on a periodic basis and invoke relevant business recovery measures to support contingency
- Worked towards managing staff development through Soft Skills Training, Personal Development Plans and Performance Management Reviews
- Maintained HSBC internal control standards, internal and external audit points together with any issues raised by external regulators
- Conducted monthly / daily reconciliation of internal accounts operated by US Accounts Payable Team, used for vendor payments and Staff reimbursements
- Headed the US taxation and updated procedures when tax policies were changed to remain compliant with regulators