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# ALVIS ZHENG

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## PROFESSIONAL SUMMARY

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Rich experience in business processes and controls. Strong ability to recognize complex problems related to functional objectives, analyzing situations and implementing solutions. Highly independent and able to ramp quickly in a new environment. Strong ability to build rapport with internal and external partners. Abundant experience in Shared Services, process transitions, recruiting and people management.

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## WORK HISTORY

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**O2C SME, 12/2015**

**Apple Computer Trading (Shanghai) Co.,Ltd.**

- Global perspective combined with deep local knowledge
- Co-leader of site-wise continuous improvement program (Infinite Innovation) to build the governance framework
- Actively participate in various types of projects including Retail Expansion, iRecon, Retail/Online payment
- Strong Finance Shared Service background
- Close partnership with global team (IS&T, GFP, GPO) based in Austin and Cupertino
- Represent O2C team throughout the Project Life Cycle
- Understand as-is process and develop to-be process and system requirements
- Coordinate UAT, resource planning, cutover and recommend alternative solutions
- Support ad-hoc requests and changes affecting O2C team as needed basis
- Liaise with the O2C teams, IS&T, GPO, GFP team on O2C relevant process area discussions
- Partner with business team to identify process improvement initiatives and areas
- Arrange regular project reviews with O2C stakeholders and report project status
- Identify risks associated with projects

**Purchase to Pay Manager- North Asia, 11/2012 to 11/2015**

**Texas Instruments**

- Managed ongoing daily operations and escalations
- Process coverage including Accounts Payable, Travel and Entertainment and Purchasing Coordination
- Oversaw in-scope region including China, Hong Kong, Taiwan, Korea

- Established China P2P team and developed strategic planning for Geo Expansion
- Managed key process metrics
- Led process standardization initiatives
- Coached new employees and provided career counseling
- Recruited, developed and retained talent

#### **Accounts Payable Operation Manager**, 09/2010 to 11/2012

##### **Bayer**

- Managed ongoing daily operations and escalations
- Monitored actual cost vs. forecast for department expenses
- Managed Geo Expansion related project activities and transitions
- Led process standardization and drove continuous improvement
- Recruited, developed and retained talent

#### **Service Delivery Manager**, 04/2006 to 09/2010

##### **Accenture**

- Managed ongoing daily operations and escalations
- Led various finance and accounting projects in O2C/P2P area
- Drove and monitored knowledge transfer of key processes
- Executed to service level agreement and related metrics
- Identified and implemented process improvement initiatives
- Managed, counseled and coached process leads
- Recruited, developed and retained talent

#### **Call Center Agent**, 01/2005 to 04/2006

##### **Lufthansa**

- Performed direct sales, facilitated general inquiries, offering membership services
- Coached new colleagues as part of on-job training

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### EDUCATION

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**Bachelor of Arts:** Business Information Technology, 2004

**Coventry University, UK** - Completed in Inti College Malaysia