



# SHWETA SHENDGE

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## CAREER OBJECTIVE

Seeking a challenging role in the field of analytics/operations with a dynamic and leading organization that would provide avenues to display my talent and achieve personal and professional goals.

## PROFILE

- A competent professional with an experience of 13+ years in the areas of -
  - Finance and Accounting
  - Training & Development
  - Team Management
  - Transitions
- Added value to customer deliverables by pushing innovations in day-to-day operations.
- Possesses excellent communication, interpersonal and problem-solving skills with the ability to motivate.
- Experience in P2P, O2C and R2R operations, financial analysis (FPnA), offshore and onsite transitions.
- Optimistic individual with immense zeal and enthusiasm to accept and meet challenges in the competitive environment, while delivering required results within the allotted timeframe.

## PROFESSIONAL EXPERIENCE

SKF INDIA LTD.  
SENIOR PROCESS EXPERT | JUN 2022 TO DATE

- Ensuring operational efficiency and uphold financial integrity
- Liaise with internal auditors for managing the internal financial controls
- Recommendations to management basis the financial analysis
- Spearhead the forecast and budget basis business objectives
- Work allocation within team, reviewing deliverables, steer SLA's and KPI's
- Review of balance sheet reconciliations in AICO tool
- Monthly engagement calls with stakeholders
- Review of month end activities to finalize for month end closures
- Review of team's performance on monthly basis
- L&D – Development of training material and conducted training programs for BS

TELEPERFORMANCE  
OPERATIONS MANAGER | MAR 2019 – JUN 2022

- Analyze financial data to provide acumens for strategic decision-making
- Collaboration with multiple depts to conduct variance analysis to identify trends, assess budget performance and recommend course correction if any
- Implementation of cost-effective initiatives thereby aligning strategic goals, budget and forecast for the business
- Aiding in the organization's long term financial plan
- Work allocation within team, reviewing deliverables, steer SLA's and KPI's
- Review of balance sheet reconciliations in accordance with SOX compliance in blackline
- Weekly review with on shore team to ensure smooth process
- Reviewing month end activities to finalize for month end closures in inter-company, fixed assets & inventory processes

MAERSK GLOBAL SERVICE CENTERS  
SENIOR ANALYST | MAY 2015 – DEC 2018

- Work allocation within team, reviewing deliverables, reporting SLA's
- Maintenance of balance sheet reconciliations & keep tab of exposures if any
- Analyzing NOPAT reports for all countries, ensuring accuracy in month end closure numbers reported
- Reviewing and finalizing the SGA analysis on monthly basis for the cluster
- Ensuring accuracy in reports of annual board pack
- Reviewing bank recons, statement postings & month end confirmations
- Preparation of tax workings for the cluster, review & approve the final workings from consultant, ensure timely payments of taxes
- Maintenance of all relevant periodical tax documentation for the cluster

INFOSYS BPO LTD.  
PROCESS SPECIALIST | JULY 2011 – APR 2015

- Handling operations for countries in Europe, Middle-East & Africa in R2R & AP domains
- Ensure timely performance of activities for the month & month end period
- Accuracy & timeliness in balance sheet reconciliations performed
- Analyzing the books & report for possible exposures
- Performing and reviewing the financial files to ensure accuracy in BCS reporting
- Ensure timely posting of invoices, inter-company reconciliations and vendor/customer ledger reports
- Analysis of books to provide accrual reports, month-end reports for the management
- Publishing internal control standards to the client on monthly basis, highlighting the performance of the countries
- Publishing monthly reports & presentations of clusters for client review
- Creation & reviewing of SOPs to align the process, conduct process trainings

EDUCATIONAL DEVELOPMENT

- Masters in Business Administration (MBA – Finance) | 2012 - 2014
- Bachelor in Commerce (B. Com) | 2007 - 2010

TECHNICAL SKILLS

MS Windows  
SAP – R3, ECC, S4 HANA  
SBO+  
Oracle12  
SARALight  
Mapics

Tally 9.0  
HFM  
BCS  
BPC  
Blackline  
Aico

SOFT SKILLS

- Resilience
- Critical thinking
- Negotiation
- Influencing
- Empathy

## KEY ACHIVEMENTS

### SAP Transition Leadership

Led SAP S4 HANA transitions, enhancing operational efficiency across South East Asia business in SKF.

### Process Optimization Expert

Streamlined P2P, O2C and R2R operations significantly improving reporting accuracy.

### Training Program Development

Developed and conducted comprehensive training, enhancing team's skillset for BS reconciliations.

## CERTIFICATIONS

- Six Sigma Yellow Belt certified
- Six Sigma Green Belt certified
- Situational Leadership
- Manage Lead Coach Program

## LANGUAGES

- English - Proficient
- Hindi - Advanced
- Marathi - Native