Bismark Cudjoe

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Skilled process specialist with 3 years of professional experience supporting complex projects in IT service Desk, E-commerce and payment operations using service management tools SNOW, COMMERCE CLOUD, SALESFORCE, TABLEAU BI & SAP ERP to deliver project KPIs & SLAs. I seek to work in an organization that provides challenging opportunities to enhance my communication skills, facilitate my professional growth, and achieve organizational goals.

Status: Permanent Resident EU/ Trvalý pobyt EU

EDUCATION & TRAINING

BSc (Hons) in Socioeconomic Development (Business)   **Sept 2011 - June 2014**
Mendel University Brno, Czech Republic

Higher National Diploma (HND) in Purchasing & Supply   **Aug 2003 - May 2006**
Takoradi Polytechnic, Ghana

CAREER HISTORY

Employer: Infosys BPO, Brno – Czech Republic   **May 2021 – Mar 2022**
Job Title: SAP ERP Payment Specialist

- Preparing vendor invoices via the SAP ERP application tool.
- Weekly payments proposal runs through SAP ERP application software.
- Booking exceptional payment requests on the vendor level thereby avoiding double payment.
- Investigating, analysing return & reject payments &SEPA returns reason codes.
- Supporting payment life cycle events (run date, value date and due date).
- Communicating and collaborating with actuals and the cash management team for GL reclassifications.
- Knowledge in payment factory and IHB treasury operations(POB)
- Keeping backups (monthly run book steps) for all manual payments requests for internal audit, compliance & controls.
- Collaborating with cash management &payment factory manager in terms of cash forecasting, urgent payments & cash disbursement to comply with liquidity targets.
- Ensuring payment to 3rd party vendors is paid into the correct vendor account/IBAN & with the correct currency.
- Communication with business partners regarding vendor master data updates & changes.

Employer: Infosys BPO, Brno – Czech Republic   **Nov 2018 – April 2021**
Job Title: Digital Payment Operations Support (E-Commerce)

- Daily monitoring of failed/Paid transactions via SFCC/Demand ware software.
- Analysing data on payment KPIs using Tableau data visualization software
- Reporting credit card disputes and chargeback queries.
- Using Excel spreadsheet software to present a weekly report on key payment KPIs (Authorization rate, risk and bank declines, payment share, 3D Authentications)
- Collaborating with (IT, content managers, Finance, Service Managers etc.) for project improvement, investigations and incidence management.
- Supporting and advising on payment lifecycle events (Authorized, settled, refunded)
- Incidence/escalation management using Salesforce, Service Now and Jira workflow automation software to meet SLA timelines.
- Supporting settlement transactions between merchant account →MIGS → PSP →ACQUIRER

Employer: Infosys BPO, Brno – Czech Republic   **Sept 2016 – Oct 2018**
Job Title: IT SERVICE DESK – WINDOWS

- Responsible for inbound calls, inquiries and complaints regarding trouble tickets &issues.
- Assisting & leading users to locate & navigate the appropriate path for their request via the ITSP ticketing portal.
- Knowledge of Windows active directory and Azure cloud.
- Open up a command prompt and run default commands on user's machine to clear DNS cache and update group policies via the Windows remote assistance tool.
- Troubleshooting intranet page access and Windows proxy configuration pop-up box error.
- Supporting users with group (domain) password issues (locked, unlocked, and password reset).
- Collaborating with IT admins and other IT teams to enhance incidence resolutions.
- Assisting and guiding users to connect VPN and wireless connection problems.
- Good knowledge of SAP password reset via Sparc.
- Supporting users with Citrix passcode issues via the RSA database console.
- Assisting users with software and hardware request updates.
- Managing escalations where necessary.

Employer: IBM Finance Department Brno – Czech Republic Oct 2013 – Mar 2014
Job Title: Time Sheet Analyst (Internship)
- Tracking errors on internal labour claiming spreadsheet.
- Investigate claims created by team leaders.
- Review and report claim errors to the financial controller.
- Graphical presentation of claim errors using pivot tables for easy understanding.
- Troubleshooting claim errors.
- Supporting claim validations
- Final internship report and presentation.

Employer: Jefam Financial Services Accra– Ghana   Sept 2008 – Aug 2011
Job Title: Loan/Credit Officer
- Deposit mobilization Launching of invitation for tender
- Credit Appraisal
- Credit risk management (Follow-up, Monitoring and Recoveries)
- Portfolio Management (Loan)
- Booking Keeping (Documentation and Cash Management

IT SKILLS
Microsoft Package: outlook, excel, word, windows environment, active directory, o365
ERP: SAP ERP, salesforce, Demandware/commerce cloud
Service Management Tools: ServiceNow, Adyen
Networking Skills: ipconfig, tracert, ping
Analytics: Tableau BI
Basic knowledge of Jira

Language Skills
- English (Fluent)
- Czech   (B1 Level)
- German (Beginner)

Other Skills
- Driver's license AM, B1, B
- Willingness and flexibility to work in any shift (weekends, holidays and night shifts)

References available on request