



# Rusha Mishra

Finance Specialist and Resource Management (PMO)

## Contact

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## Skills

Supply and demand requirements  
Excellent

Utility demand management  
Excellent

Records management procedures  
Excellent

Experienced Office Management and Administration Professional with more than 12 years of experience. Highly dependable, ethical, and reliable support specialist Works effectively with cross-functional team in ensuring operational and service excellence. Excellent reputation for resolving problem and improving customer satisfaction. Recognized consistently for performance excellence and contributions to success in industry. Rewarded multiple times and got promotion for good work. Strong program and project management professional. Skilled in Microsoft Excel, Business Analysis, and Leadership Forecasting. Supports the recruiting team for all open positions, consults with management, maintaining and optimizing Microsoft SharePoint sites.

## Work History

2022-10 -  
Current

### Finance Program and Ops Specialist

**Accenture Solutions Pvt Ltd, Bengaluru, Bengaluru**

Currently working with Accenture Operations. Dealing with forecasting, budgeting exercises and resource management.

- Preparing Budget Analysis file for the Month.
- Extract report from **SAP (S/4 HANA** (via Internet).
- Investigate on reason for variance in Budget, Forecast and Actual time charges.
- Raising invoice for billing and expenses at **DSM Portal**.
- Preparing forecast file for project (T&M, BFD). Updating resource cost, billing and Efforts in **MME portal**.
- Investigate on the reason for Unbilled count (Awaiting Contract due to Delay in SOW / Contract submission Delay / BGV & NID creation process).
- Financial control over projects – over run/ under run on projects, cost estimation, bench marking, and profitability analysis.
- Tracking financial performance for the project to publish various reports that includes variance analysis, historic trend on revenue & margins, Top customers P&L, SGA spend, COD parameters.
- Project reporting and complete analysis of monthly financial.
- Preparing MBR (Monthly Business Review) deck for client's presentation (P&L view with Waterfall model, Supply & Operations Metric view).
- Completed required criminal, credit, or drug tests for new hires.
- Pre-screened resumes prior to sending to corporate hiring managers for consideration.
- Oriented newly hired employees by providing company information, facilitating onboarding

Budgeting and Forecasting	Excellent
Supply chain and resource management	Excellent
PMO	Excellent
WFM	Excellent
Peoplesoft ESA Application	Excellent
Resource Management	Excellent
Accounting and finance	Excellent

## Certifications

2021-11	ITIL V4 Foundation Certification
2021-11	PRINCE2 Agile Foundation Certificate in Agile
2021-11	PRINCE2 Agile Practitioner Certificate in Agile
2012-05	GNIIT
2010-08	MySQL and PHP
2009-09	PC Technician-A+
2009-08	Oracle 9i-Program with PL/SQL

2013-09 -  
2022-10

## Operational Excellence and Resource Management PMO

Cognizant Technology Solutions India Private Ltd, Kolkata, Kolkata

I had worked with Cognizant for 9 years in operations excellence, dealing with forecasting, budgeting exercises and demand supply.

### Resource Management:

- Supports the recruiting for all positions consults with management.
- Defining Hiring requirement considering Revenue Forecast, Attrition, Cross skilling resource, ELT intake and existing Offers in Market through N+3 Model.
- Working with service line Delivery Managers on all Open demands and ensure that there is supply of resources and coordinate with the TSC team to recruit the resources.
- Coordinate with Account Managers to keep track of resource releases from projects to plan future allocation before hitting the bench.
- Bench Management, Demand-Supply gap management.

### Demand and Supply:

- Builds a quality relationship with the internal customers and Recruitment channels.
- Demand validation and cancellation.
- Demand and Supply tracker updates in Teams Operation DL.
- Identified pool resources and allocate them in projects.
- Maintain Off boarding and on boarding trackers. And sending off boarding and on boarding request to staffing team.

- processes and establishing position-related requirements.
- Worked with recruiting teams and human resources representatives to accomplish hiring objectives.
- Demand validation and cancellation.
- Filling SO template for Staffing and Transactional SO, sending request to team, after SO creation following up with POCs for OE and TSC validation.
- Prepared and maintained project reports, dashboards and monthly financial.

## Achievements

- Appreciation from different BU/ Market Leaders.
- Rewarded multiple times for my performance.
- Promoted twice at Cognizant.
- Got one promotion at IBM.
- Received external client appreciation for my work at Accenture.

- Filling SGA SO template for Staffing and Transactional SO, sending request to team, after SO creation following up with POCs for OE and TSC validation.

### **PDP Management:**

- Sharing profiles to PM as per their open demands after checking from open SO base report.
- High Ageing PDP tracker, BHC Tracker - Skill Family update PMO portal.
- Completed talent acquisition and management for internal and external placements.
- Sourced and screened candidates for all roles and worked with hiring managers to coordinate interviews, offers and on-boarding.
- Identified pool resources and allocate them in projects.
- Developed and maintained strong working relationships with executives, HR team and hiring managers to foster partnerships that produced consistent results.

### **Financial reporting and Forecasting:**

- Tracking financial performance for the horizontals to publish various reports that includes variance analysis, historic trend on revenue & margins, Top customers P&L, SGA spend, COD parameters.
- Horizontal (practice) reporting and complete analysis of monthly financial.
- Formulating Margin Optimization levers that gives different outlook on utilization metrics, Bench ageing, Sub-contractors P&L, etc.
- Monthly / Quarterly/ Annual Revenue & profitability forecasting at Geo level by closely tracking historic performance, considering key assumptions etc.
- Support the projects with different functions (Revenue Analysis, Margin Improvement Plan, COD Improvement)
- Data Analysis on Revenue & Margin Improvement Plan on different metrics – Delivery Utilization (TUTD (BFD Projects), Invoice Issue - delayed PAS submission (T&M Projects), Sep 2013 - Present Work experience Contract submission status (BFD Projects)), Pyramid, Offshoring.
- Yearly Budgeting exercise (Revenue & SGA).

- Financial control over projects – over-run/ under-run on projects, cost estimation, benchmarking and profitability analysis.
- Investigate on the reason for Unbilled count (Awaiting Contract due to Delay in SOW / Contract submission Delay / BGV & NID creation process).
- Preparing MBR (Monthly Business Review) deck for BU Head's presentation (P&L view with Waterfall model, Supply & Operations Metric view).
- Supporting customer projects on creating Pricing Model (estimated Margin based on deal TCV).
- Offshore leverage, COD, Budget and SGA SO Creation. Adhoc reporting as per business requirements.
- Assisted with proactive client outreach initiatives through mails and documented client correspondence in PMO Portal.

2011-10 -  
2013-08

## **Sr Practitioner-CRM Operation**

### **IBM, Kolkata, West Bengal, Kolkata**

- Leading customer relationships at the senior management level and ensure customer happiness.
- Taking in bound calls for premium customers for their quires.
- Resolves problems and give good customer service in a timely manner.
- Preparing call tracker
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Worked with premium customers to understand their needs and provide excellent service.

2011-06 -  
2011-10

## **Executive Assistant**

### **Bnke Solutions Pvt Ltd, Kolkata, West Bengal, Kolkata**

- Making outbound B2B call.
- Updating data base.
- Responded to email s and other correspondence to facilitate communication and enhance business processes.

- Worked with senior management to initiate new project and assist in various processes.
- Screened calls and emails and responded accordingly to support executive correspondence.

2010-06 -  
2011-01

## **Customer Support Associate**

**Tech Mahindra Limited, Kolkata, West Bengal, Kolkata**

- Provided primary customer support to internal and external customers in fast-paced environment.
- Responded to customer requests for products, services, and company information.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Adhered to quality and time-sensitive call center metrics when answering inbound phone and chat correspondence from platform sellers.
- Educated customers on promotions to enhance sales.
- Answered product and service questions, suggesting other offerings to attract potential customers.

2008-12 -  
2010-03

## **Receptionist Cum Computer Operator**

**Mangalam Travels, Burdwan, West Bengal, Burdwan**

- Identified issues, analyzed information, and provided solutions to problems.
- Used Microsoft Word and other software tools to create documents and other communications.
- Created spreadsheets using Microsoft Excel for daily, weekly, and monthly reporting.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

## **Education**

2005-05 -  
2008-07

## **Bachelor of Arts: Sociology**

*Burdwan Raj College - Burdwan, West Bengal*  
Graduated with First Class in Sociology HONS