



SHIPRA KUMAR

OBJECTIVE

Finance Professional having more than 8 years of experience; targeting Leadership roles in similar industry to enhance skill set and contribute to the success of the organization promoting mutual growth

CONTACT DETAILS

- +91 9871277738
- msi.shipra@gmail.com
- Noida - 201308

AREAS OF EXPERTISE

- Account Payables Operations
- Performance Optimization
- Vendor Relationship Management
- Compliance & Regulatory Knowledge
- Financial Analysis
- Risk Management
- Data Analysis & Reporting
- Training and Development
- Change Management
- Project Management
- People Management
- Cross – Functional Coordination
- Team Building and Leadership

PERSONAL PROFILE

- Dedicated Process Team Lead with a proven track record of success in Accounts Payable operation
- Showcased skill to effectively manage and lead teams, ensuring adherence to service level agreements (SLAs) and driving exceptional performance in a fast-paced environment. Skilled in end-to-end AP/P2P process management, including vendor payments, invoice processing, and reconciliation
- Skilled at maintaining high productivity levels while upholding quality standards and meeting key AP metrics such as turnaround time (TAT), customer satisfaction (CSAT), and accuracy
- Experienced in analysing and reporting on KPI metrics, leveraging insights to drive process improvements and optimize operational efficiencies
- As a natural leader and effective communicator, excel in collaborating with cross-functional teams and acting as an escalation point of contact for business stakeholders
- Skill to coordinate & drive projects & initiatives, coupled with a strong focus on continuous improvement, resulted in successful outcomes & enhanced business performance
- Recognized for exceptional work, have received several accolades, including a Silver Award and six Bronze Awards for outstanding performance in Accounts Payable at Genpact. Additionally, was honoured with the Rising Star award for my exemplary contributions in the field of Accounts Payable at HBS
- Beyond professional achievements, have also demonstrated a passion for teamwork and excellence outside of the workplace
- With a commitment to maintaining strong vendor relationships and ensuring timely payments, strive to exceed expectations and deliver exceptional results
- Overall, bring a well-rounded skill set, exceptional leadership abilities, and a track record of success to drive process improvements, foster team collaboration

WORK EXPERIENCE

Accenture, Noida | Since Apr'22 Payments Team Lead

Key Result Area:

- Spearheading and supervising a team of 12 professionals responsible for executing vendor payments and vendor postings, focusing on the European market. Regularly sharing comprehensive productivity reports with management
- Ensuring adherence to agreed Service Level Agreements (SLAs) by maintaining Turnaround Time (TAT) within prescribed limits. Achieving excellence in Accounts Payable (AP) metrics, including Disbursement Timeliness and Disbursement Accuracy
- Conducting monthly reporting and analysis of SLA metrics, providing valuable insights and recommendations for continuous improvement
- Serving as the primary escalation point of contact for business stakeholders, effectively addressing their concerns and resolving issues in a timely manner
- Collaborating with cross-functional teams to drive and implement projects and initiatives that enhance operational efficiency and effectiveness
- Ensuring the implementation and maintenance of robust SOX controls to facilitate smooth and error-free audits, leaving no open points for compliance
- Establishing strategic goals, monitoring progress, and supporting teams in achieving Key Performance Indicators (KPIs) indicators
- Conducting monthly one-on-one meetings with subordinates, offering constructive feedback, facilitating discussions on challenges, and documenting actionable resolutions in alignment with company policies and procedures
- Developing and executing a comprehensive growth plan for the team, resulting in significant improvements in productivity and performance
- Established clear and measurable performance metrics to determine eligibility for incentives

EDUCATION

- **MBA – Finance**
Banarasidas Chandiwala
Institute of Professional
Studies, Dwarka
2014
- **BBA – Banking & Insurance**
Maharaja Surajmal Institute,
Janakpuri
2011

TECHNICAL SKILLS

- MS Office
- Oracle RightNow
- Ariba
- Aztecs
- ServiceNow
- Concur
- SAP
- P2P Process

Highlights:

- Acquired Client Award for Excellence

Genpact, Noida | Nov'16 – Apr'22

Accounts Payable Process Developer
Accounts Payable Management Trainee
Accounts Payable Assistant Manager

Genpact, Noida | Aug'14 – Nov'15

Accounts Payable Process Associate

Key Result Area:

- Supervised the end-to-end Accounts Payable/Purchase-to-Pay (AP/P2P) process with a team of 16 professionals
- Maintained Turnaround Time (TAT) within agreed Service Level Agreements (SLAs) to achieve key AP metrics, including Customer Satisfaction (CSAT) & Quality
- Conducted reporting and analysis on Key Performance Indicator (KPI) metrics, providing insights to drive continuous improvement
- Ensured quality audits, call calibration, CSAT feedback, and thorough CSAT analysis
- Led and managed the team responsible for managing inbound calls, providing daily reports to management
- Designed and implemented a highly effective monthly incentive program to motivate and reward team members for exceptional performance
- Developed and executed a comprehensive growth plan for the team, resulting in significant improvements in productivity and performance
- Supported Vendor Partners and extended workforce in communication and engagement with Client stakeholders, acting as a point of escalation within the team
- Documented productivity, identifying areas for improvement, and suggesting and implementing ideas to enhance the process
- Conducted monthly one-on-one meetings with subordinates, delivering feedback, facilitating issue discussions, providing resolutions as per policies & documenting action plans
- Prepared and presented monthly dashboards to provide comprehensive reports
- Advocated for and delivered the operational needs, such as Business Continuity Planning (BCP), agent quality, compliance, tools, Subject Matter Experts, and training creation/delivery management
- Published daily process health metrics to internal management for evaluation
- Conducted monthly critical/import and export vendor reconciliations
- Managed vendor payments, including cash forecasting, duplicate audit, AP open items clearance, and creation and release of EFT (Electronic Funds Transfer)
- Led the invoice and payment processing activities, including checks and EFT/ACH (Automated Clearing House) transactions
- Ran GRIN reports to maximize discounts and write off old purchase orders (POs)
- Managed discrepancies and client queries through emails and calls
- Processed vendor PO-based and non-PO-based invoices within agreed timelines
- Managed escalations of AP Helpdesk agents through calls and emails
- Published hold invoice reports and escalation matrix for improved control
- Executed PO creation and maintenance
- Managed vendor maintenance processes
- Built and maintained relationships with clients, effectively managing escalations for prompt resolution
- Achieved operational efficiencies and targets
- Ensured high levels of quality deliverables and customer satisfaction
- Mentored and provided process training to new hires

- Resolved issues related to invoices, purchase orders, payments on hold, and travel and expenses for clients
- Maintained strong relationships with clients and vendors to ensure timely payments
- Acted as a super user, responsible for implementing applications like ARIBA and ServiceNow across multiple markets (Europe, UK, NAM), including training new hires
- Assisted in generating and approving orders within the ARIBA application
- Coordinated with other teams (vendor management, issue resolution, and banking) to resolve issues effectively

Hays Business Solutions, Gurgaon | Jun'11 – Feb'12
Accounts Payable Associate

Key Result Area:

- Managed the processing of vendor purchase order (PO) invoices and non-invoice transactions
- Executed pay cycles and payment runs for vendors, ensuring timely and accurate payments
- Maintained and updated the supplier account database, including setup and updates for new suppliers
- Conducted vendor reconciliations and implemented quality controls to provide up-to-date information on outstanding balances to both suppliers and management
- Nurtured vendor relationships and ensuring timely payments for enhanced vendor satisfaction

INTERNSHIP & TRAINING

Jindal Saw Limited, New Delhi (Jun'13 – Jul'13)

A study on Working Capital Management of Jindal Saw Limited

HDFC Bank, New Delhi (May'10 – Jun'10)

An analysis of Customer Relationship Management in HDFC Bank

PERSONAL DETAILS

- **Date of Birth:** 12th September, 1990
- **Languages:** English, Hindi and Punjabi
- **Address:** Noida