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PROFILE SUMMARY

- Over 16 years of experience in IT, Project Management, and Operations.
- Roles include SAP FI consultant, Scrum Master, and Insurance Operations leader.
- Proven track record in multi-ERP projects, from end-to-end implementation to data migration.
- Expertise in integrating MM and SD modules with FICO.
- Strong proficiency in change management activities.
- Skilled in Agile methodologies and process design.
- Proficient in preparing project documentation, including work statements, specifications, and testing documents.
- Experience in offshore process transitions within Insurance Operations.
- Successful management of Underwriting Operations teams in offshore and onshore settings.

Education

- PGDBM (Finance and Marketing) from Management & Education Research Institute, Delhi in 2007.
- BBA from Guru Nanak Dev University, Delhi in 2005.
- Senior Secondary School: Commerce in 2002
- Pursuing HANA FI course(Udmey)

Achievements

- Recipient of 'Star of the month', 'Coach of the quarter', 'Value Champ', 'Leadership of the quarter' and 'Quarter champ'.
- Successfully deployed multiple projects for multiple ERP.
- Implemented Agile methodology at organization level.
- Effectively transitioned Insurance

JOB EXPERIENCE

DXC Technology (July 2008-Present)

Functional consultant & Delivery lead (Aug'2014 - till date)

- Active partner in full life cycle SAP FICO implementation, upgrade projects, production support, maintenance & data migration projects
- Effective interpersonal and collaboration skills - working closely with business leaders, project managers, technical consultants, auditors, vendors etc. across geographies to maintain optimum levels of communication and transparency for successful project delivery
- Extensively worked on gathering functional business requirement, analyzing business requirement and mapping business requirement in SAP
- Successfully developed functional specification templates for implementing new process/enhancements of existing functionality
- Strong knowledge with all the aspects of configuration and customization/integration of SAP FI-GL, FI-AP, with additional knowledge in FI-AR
- Key Job Responsibility also includes -
 - Well-versed in creating Unit Testing test scenario and conducting SIT and User Training
 - Preparing Cut-Over templates, data and cleansing for final upload and migration
 - Primary contact and responsible for solving all priority critical tickets
 - Drafting Standard operating Procedures (SOPs)
 - Worked on HFM reporting tool for reconciliation of balance sheet
 - Actively worked on Application life cycle management
 - Managing status tracking and reports via JIRA and Azure DevOps and reported to project leadership.

Headed multiple projects under 'Digital initiative'

- Successfully implemented web-based tool JE Candecy for invoice booking resulting in 30% increase in efficiency, 15% reduction in costs, 50% of human error
- Build an interface between DXC Lease management System and DXC Reconciliation Suite which helped in saving 20% per FTE time
- Facilitated the seamless integration of 'Get Paid'-AR Integration into Collections and Credit tools, brought Xchanging CSC/HPE Customer and AR data into the DXC Collections and Credit space via RFC/SFTP resulting in reduced dependency on key resources and automated customizable reporting.
- Reconciliation manager- Reconciliation of accounts receivable, data for all SAP source system resulting in significant reduction in manual reconciliation effort during month-end, year-end reconciliation that resulted in cost benefit ~GBP 60,000.
- As QA Lead, drive implementation of Side Trade tool for customer master and AR transactional data.
- Implemented and integrated replicon automated tool for DXC employee time booking (QA Lead). It is single tool which eliminated duplicity and saved time.
- Served as the Consulting and QA Manager for the integration of the Concur Expense Management tool, ensuring a smooth and efficient integration process

Skills

Functional Expertise:

- Implementation Proficiency - Successfully led two full SAP implementations in the capacity of a Financial Consultant
- Cross-Functional Integration - Demonstrated expertise in seamlessly integrating SAP with MM (Materials Management) and SD (Sales and Distribution) modules
- Cloud Infrastructure Competence - Adept in handling interface projects involving prominent platforms such as Lease Accelerator, JE Cadency, Concur, and Reconciliation Manager
- Extensive Merger and Acquisition Project
- Rollout Project Mastery

Technical skills

- Proficient in SAP
- Seasoned in JIRA & Azure DevOps
- Hold knowledge of MS-Office (Word, Excel, and PowerPoint)
- Working expertise of insurance applications and portals like, POSH, LPC, Workflow (PEGA) & IMR
- Having knowledge of HFM
- Proficient in using ticketing tools SNOW and Remedy
- Exposure of Application Life management application

Project Management: -

- Effective Leader- Leading a team of 15 IT professionals resulting in a 30% improvement in project delivery time
- Team Building: Established and managed high-performing IT teams, leading to enhanced project delivery and increased employee engagement.
- Problem Resolution: Efficiently resolved complex issues, resulting in high customer satisfaction (CSAT) scores.
- Strategic Thinking: Developed IT strategies to optimize resource utilization.
- Agile Delivery: Implemented Agile methodologies in multiple projects, resulting in a 30% faster project delivery.
- Actively listening and problem-solving approach
- Seasoned in handling crises management.

Functional initiatives

- Data Migration- As a functional lead, was responsible for AP and AR data migration in existing company code as two company business were merged.
- Brexit- Updated Intercompany Mapping Tables for Tax codes between all EU countries & the UK.
- AXA Bank- As functional consultant, merged AXA Bank and Fondsdepot Bank into one bank.
- GST Implementation- As per government of India norms, created new tax codes and number ranges.
- Host to Host setup- As Functional lead for Migration of treasury account from DBS to CITI Bank.
- Amendment A & B- As Project lead, Set-up new tax regime as per government of India norms.
- Implementation - Finance Transformation Project, oracle data migration more than 90 entities to SAP ECC 6

Product owner Initiative: -

Act as product owner and responsibly completed the deliverables.

- E-invoicing project for multiple countries with collaboration with Edicom & Pagaro

Insurance operations (June 2008-July 2014)

DXC Technology

- Experience of 5+ years in Insurance operation.
- Successfully executed an onsite project in the United Kingdom, focusing on insurance pilot migration
- Proficient in the creation of comprehensive management reports and skilled at managing escalations and addressing queries
- Experienced in recruiting new team members in accordance with process requirements..
- Proficient in compiling visual dashboards covering Quality, Volume vs. SAG, leave management, PMS, C-SAT scores, and Succession planning.
- Reviewing the performance of individuals and rate them accordingly for appraisals.
- Undertake profiling/career planning which helps in controlling attrition.
- FTE analysis based on volumes and reviewing PMS, resource planning and backup plans.

Insurance operations (April 2007-June 2008)

Bajaj Allianz GIC Gurgaon

- 18 months of experience in GIC insurance and worked as a junior executive (April '07 to June'08).
- Preparation of quotation related to motor, non-motor (Marine and health) and group insurance.
- Coordinating with Brokers and Agents.
- Scrutinizing proposals and Policy issuance.