



NIVIYA GIRISH

FINANCE | ACCOUNTING | PROCUREMENT | PROCESS IMPROVEMENT

A DYNAMIC PROFESSIONAL WITH 8+ YEARS OF WORK EXPERIENCE WITHIN SUPPLY CHAIN MANAGEMENT, PROCUREMENT, ORDER MANAGEMENT & DEMAND PLANNING.

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◆ KEY COMPETENCIES

Process Improvement

Finance & Accounting

Stakeholder management

Transition management

Change management

Excellent Communication

SCM Operations

People Management

Analytics & Metrics

◆ EDUCATION

Bachelor of Banking and Insurance

University of Mumbai

2007 - 2011

Mumbai, Maharashtra, India

◆ WORK EXPERIENCE

Senior Process Expert

Maersk Global Service Center

03/2016 - 05/2022

Chennai

People Management & Reporting

- ◇ Prepare monthly reports including KPI and CM1 reports
- ◇ Evaluate actual results against expected performance and communicate areas of improvement to the team.
- ◇ End to End knowledge on Inter-locking KPI reports.
- ◇ Active involvement in development of management reporting.
- ◇ Maintain, review, and constantly improve existing reporting sets and dashboards.
- ◇ Combine data from multiple data sets to provide a comprehensive picture for trend analysis.
- ◇ Serve as a backup to Team Lead by managing part of team member.
- ◇ Daily work allocation to the team members.

Responsibilities

- ◇ Ensure Standard Operating Procedures (SOP) and KPI are prepared and maintained for all processes handled and necessary amendments are done.
- ◇ Preparing SOP for newly migrated process and non-standard processes with adherence towards GPM.
- ◇ Training team members with cross functional process knowledge to handle business contingency situations.
- ◇ Single point of contact between customer and third-party vendor for dispute settlement.
- ◇ Provides advanced operational and technical expertise to handle Dispute invoices and provide prompt resolution.
- ◇ Analyze revenue, cost and margin to identify loss making shipments and arrest revenue leakage.
- ◇ Manual Sales order and purchase order creation on SAP for shipments which fails auto creation.
- ◇ Proactively monitor open and overdue sale orders to meet invoice timeliness SLA.
- ◇ Identify purchase orders which has failed 3-way match and analyze the reason.
- ◇ Generate customer invoice and prepare detailed backup file as per customer requirement.
- ◇ Daily processing of inter-company invoices and reconcile intercompany GL account.
- ◇ Weekly KPI reporting on Unbilled Sales orders, Purchase order without Goods Receipt, no Revenue Recognition, Manual Sales Order and Purchase Order Creation Services and Purchase order without Invoice receipt performed.
- ◇ Work closely with the migration / transition team on new businesses for effective stabilization of new processes with a drive towards providing efficiency gains as per business requirement.
- ◇ Proactively identified opportunities to enhance service delivery and customer experience.
- ◇ Monitor & Drive team performance, including throughput and quality as per the defined metrics.
- ◇ Weekly meetings with CSO's on issues, process improvements and ideas sharing.

In Earlier Stint

- ◇ Data interface reconciliation
- ◇ GR and IR reconciliation.
- ◇ Maintaining SLA tracker and Error tracker.

Achievements

- ◇ Effectively standardized migrated process with expertized knowledge and process improvement techniques.
- ◇ Identified revenue leakage and recovered 5000 USD using Agile methodology.
- ◇ Bagged "Team Excellence" award for complete ownership in driving revenue leakage exercise.

Senior Associate

Accenture Services Pvt Ltd

10/2013 - 09/2015

Chennai

Responsibilities

- ◇ Planning of Raw Materials for production.
- ◇ Placing new purchase orders and amendments in PO if any.
- ◇ Monitoring & managing the RM & FG inventory.
- ◇ Planning for the customer demand in SAP-APO (Advance Planner & Optimizer).
- ◇ Placing the Stock Transfer Orders (transfers between plants).
- ◇ Proactively calling out issues that include Load on the plant/SMOG/RM shelf life.
- ◇ Scheduling of plant production based on the demand.
- ◇ Issuing the schedule considering the production and maintenance requirements.

Account- Admin

Radical Technical Services

06/2011 - 06/2013

Mumbai

Responsibilities

- ◇ Compile and analyze financial information to prepare entries to accounts, such as general ledger accounts, documenting business transactions.
- ◇ Apply principles of accounting to analyze past and present financial operations and estimates future revenues and expenditures to prepare budget.
- ◇ Prepare account deposit ticket, and deposits money as directed.
- ◇ Documentation and technical support that simplify the work of those employees handling the front office.

AREAS OF EXPERTISE

Finance & Accounting

SCM Operations

People Management

Metric's tracking

Stakeholder communications

Service Reviews

KPI & SLA planning

SOP Governance

TOOLS

Microsoft Office

SAP FI- AP/AR/MM

SAP-APO- DP

Tally ERP 9

CORE STRENGTHS

Problem Solver

Optimistic

Responsive

Adaptive

Relationship building

Open to change

Cultural Flexibility

Proactive

Team Player

Interpersonal

Organized

REWARDS & RECOGNITION

“Extra Mile Award” for the Month July in 2017.

Maersk Global Service Center

“Star of the Week” for the Month June in 2019.

Maersk Global Service Center

“Extra Mile Award” for the Month August in 2020.

Maersk Global Service Center

“Star of the Week” for the Month June in 2021

Maersk Global Service Center

“Star of the Week” for the Month May in 2022

Maersk Global Service Center

PERSONAL DETAILS

18th February 1990

Date of Birth

4/13 A, Pudupettah Garden Street, 2nd Lane
Royapettah, Chennai - 600014

Address for communication