

## **POORNIMA N**

Mobile: 7349468381

E-Mail: [Poornimagowda019@gmail.com](mailto:Poornimagowda019@gmail.com)

LinkedIn Profile: <https://www.linkedin.com/in/poornima-n-6a6ba2b1>

### **PERSONAL STATEMENT**

A results-oriented and experienced professional with a proven track record in team leadership and achieving organizational goals. Skilled in fostering a collaborative and high-performance work environment while driving team productivity and efficiency. Strong communication and interpersonal skills with the ability to motivate and develop individuals to their fullest potential.

### **PROFESSIONAL EXPERIENCE**

**Since Dec'17 with Diageo Business Services India Pvt. Ltd.,**

#### **Supplier Experience Specialist (Team Lead) - December 2021 – Till Date**

- Supervised and lead a team of 10 AP SME's in accurately processing vendor invoices and payments.
- Oversee month-end closing processes, ensuring accurate and timely financial reporting and management.
- Providing guidance, coaching, and mentorship to team members to enhance their performance and professional growth.
- Fostering a positive and collaborative work environment, promoting open communication and teamwork.
- Collaborating with cross-functional teams and stakeholders to drive process improvements and optimize team efficiency.
- Ensuring adherence to company policies, procedures, and quality standards.
- Tracking and reporting key performance indicators (KPIs) to assess team performance and identify areas for improvement.
- Acting as a point of escalation for resolving complex issues or conflicts within the team.
- Conducting regular team meetings and providing timely updates to upper management.

#### **Market Advisory Analyst – May 2020 - December 2021**

- Creating Monthly Service Review/Key Performance Review of the region and presenting with the market.
- Assisting market users/stakeholders with regards PO (Purchase Order) creation and creating Goods Receipt in Coupa and SAP.
- Creating Parked and blocked report/aged PO report/Retro PO report and following up with the market for on time resolution.

- Contributed as a key resource to bring in right first time PO creation and invoice submission in process level.
- Identifying Yearly PO scope and support the timely implementation of the Right First Time ordering Process.
- Engaging Market Functional Leads through business partnering sessions to deliver PO management compliance in their teams.

### **Senior Associate – December 2017 – May 2020**

- Joined as Pilot employee for Case-Track Project – Involving Legal and Intellectual Property related invoice processing.
- Analysing market requests/queries and providing on-time resolution.
- Part of the Project BusyLamp and exhibited knowledge transfer in bringing out the project successfully – Primary Contact.
- Payment rejection analysis - analyzing reason for payment rejection and following up for providing resolution.
- Validating vendor banking details and ensuring to update the correct banking details of the vendor as a part of payment rejection analysis.

**Mar'16 – Nov'17 with Accenture Services Pvt. Ltd.,**

### **Transaction Processing Associate - March 2016 – November 2017**

- Ensured 100% accuracy in all financial periods as a pilot employee.
- Performed Internal Quality Check for posted invoices before payment execution.
- Quality checks before execution of payments.
- Foreign, Domestic, Supplier financing, Customs, tax and T&E payments creation and execution.
- Sending reminder for non-approved and under missing information invoices.
- Analyzing vendor requests/queries and providing solutions.
- Sending reminders to approvers to approve overdue invoices.
- Explaining payment terms and providing status of invoices to the vendors.
- Preparation of daily team reports and monthly SLA.
- Preparing Daily Metrics and reports.

### **SKILL SET**

- Team leadership and management
- Communication and interpersonal skills
- Conflict resolution and problem-solving
- Performance management and coaching
- Project planning and execution
- Collaboration and cross-functional teamwork
- Strategic thinking and decision-making

## EDUCATION

- **B.COM** from PES DEGREE COLLEGE, Bangalore in 2015
- **PUC** from PES Pre-University, Bangalore in 2012
- **S.S.L.C.** from Rajarajeshwari Vidya Mandir in 2010

## PROJECTS

- Touchless Invoicing – PO Flip and Newgen
- Lean Six Sigma Black Belt – First Pass Yield Improvement – Reporting and Analysis

## CERTIFICATIONS

- Lean Six Sigma Green Belt certified.

## ACHIEVEMENTS

- Achieved 100% accuracy in each month payment runs (Accenture)
- Best Employee of the Period (Accenture)
- Consecutively achieved 100% KPI in region level PTT (Diageo)
- Multiple Stakeholder Hero Award (Diageo)

## PERSONAL DETAILS

DATE OF BIRTH	: 19 <sup>th</sup> February 1995
NATIONALITY	: INDIAN
LANGUAGES KNOWN	: Kannada, English, Telugu, and Hindi
ADDRESS	: #58, 11 <sup>TH</sup> block, BSK 6 <sup>TH</sup> stage, Srinivasapura, Raja Rajeshwari Nagar, Bengaluru-560060