**TIMSY JETHY**

**E-mail:** **Timsy.jethy@gmail.com**

**Mobile Number: 9910199577**

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| **Career Profile:** |

* Experienced and knowledgeable professional with extensive experience in the commercial management industry. Effective communicator with the ability to foster close relationships with workers and promote team unity. Capable of coordinating both large and small tasks, and ensuring that each team member contributes. Vast understanding of the financial, organizational, and operational aspects of supervising others within organisation. Fully committed to helping employees succeed while honouring the overall vision of the company.

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| **Professional strengths:** |

* Ability to persuade executives and business professionals, possess excellent analytical and communication skills
* In-depth knowledge of contract negotiation, project management delivery and resource planning, risk management, financial management and employee management
* In-depth knowledge of marketing strategies like product development and pricing
* Ability to develop innovative strategies to develop business prospect
* Highly skilled in analysing complex data and financials, flexible and willing to travel according to requirement

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| **Skills Acquired** |

Contract Management, Stakeholder Management, Invoicing, Debt Management, P&L Management, Risk and Opportunities assessment, Resource Forecasting and Management, Cost Assurance, Revenue Assurance, Revenue and Resource Forecasting, Third Party Supplier Management, Change Management, and MI Reporting

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| **Professional Experience** |

**PROFILE in BT Global Services (From Aug 2013 to till date)**

* Working as Commercial Manager- Accenture contract- handling Invoicing, Third Party suppliers, Revenue and Resource Forecasting, financial Planning, Reporting and Budgeting

**Stakeholder Mgmt**

* Managing all customer queries and to have proper improvement plans in place to ensure Client is satisfied and delivering exceptional client service on a day-to-day basis. Engaging relevant stakeholders in negotiation decisions involving legal or regulatory requirements, contract standards and cost targets
* Conducting contract strategy meetings to identify issues and client requirements obtaining senior management input on timelines and deliverables. Excellent interpersonal and communications skills to ensure credibility and effective working relationships with key senior contacts internal and external to the Accenture
* Ensuring that all stakeholders, such as administration, operations, and finance understand and adhere to contractual obligations; reflecting them accurately
* Ensuring best practice contract management and regular contract reviews are carried out to manage stakeholder satisfaction and compliance

**Profit & Loss Account Mgmt, Budgeting, Revenue and Resource Forecasting**

* Serving as primary organizational point of contact for customer. Ensuring the contract is managed effectively both in terms of Governance and Financial (P&L) integrity with supporting Profit Protection Plan and Revenue Assurance Plans. Leading Monthly and Annual Budget and Forecast review calls with senior leadership team and end customer, providing Gap analysis in case of variance in Cost and Revenue in monthly P&L. Developing standards for contracts, including presentation of budget, payment terms, general language and provisions.
* Analysing current and past trends in key performance indicators including all areas of revenue, cost of sales, expenses and capital expenditures. Developing financial management mechanisms that minimise financial risk, conducting reviews and evaluations for cost-reduction opportunities
* Driving efficiencies to ensure contracts remain financially viable and delivered on budget, Preparing models to assess future profitability of identified opportunities
* Analysing complex financial information and month end reports to provide accurate and timely financial recommendations to management for decision making purposes. Reconciling A/R to the G/L
* Creating BRF half yearly to ensure contract is forecasting the resource it needs. Liaise with wider team to go over requirements and forecast and ensure this is inputted to the BRF tool on SharePoint. Working with Contract Team to track resourcing on a monthly basis and copy this info into the monthly CGR pack.

**Service Request Mgmt and Billing**

* Managing Billing, SRM and ordering team. Ensuring the timely and successful delivery of our solutions according to customer needs and objectives and making sure all closed and billable changes are accurately and completely delivered to the billing inventory and invoiced in line with agreed frequency
* Working with Billing Team on invoicing details and VAT charges, scheduling Billing Review call with stakeholders to discuss all new invoices and ceased site details and termination charges in Billing File are assessed correctly
* Tracks actual cost compared to budget, generates metrics, and identifies KPI and trends and reports to stakeholders accordingly. Working with projects, sales, operations and finance to ensure that invoicing systems are accurately maintained and that accurate financial forecast and backlog reports are available.

**Third Party Supplier Mgmt, Pricing, Ordering, Inventory Mgmt**

* Negotiating with Suppliers, facilitating pricing discussions, reviewing BCM, applying mark-up for Bundled and unbundled services to ensure this helps to generate low risk, and sustainable revenue, margin and profit growth
* Present pricing analysis at a monthly strategy meeting, with insights, trends, and suggestions, Lead pricing-related projects including establishing timelines, defining deliverables, and drafting communications
* Keeping an inventory of all third party suppliers contract expiry dates, renewal prices and inventories. Requesting renewal quotes, Reconciling quotes to inventory to customer facing bill, Requesting the raising of Purchase Order for renewal, RFP, RFI and RFQs. Reconciliations to supplier statements, addressing supplier queries and negotiating with supplier for best prices.
* Analysing the business performance, including the profitability, revenue, pricing and cost of goods sold. Clarifying any questionable invoice items, prices or receiving signatures, resolve all inquiries requested by customers after proper investigation

**Debt Mgmt**

* Working with collection’s team to ensure they are chasing down debt and confirming debt numbers and Agent Desktop is updated with payments and outstanding invoices, Liaise internally to resolve customer issues with any invoices. Working with AP Team to ensure early payment of high value invoices

**MIS**

* Preparing Quarterly and Monthly Financial reports, Supporting Senior Management Team and Departments heads with in-depth analysis and reconciliation of Customer inventory and supplier inventory. Be responsible for the project budget provisioned for the team and manage and arrange it closely with the Senior Project Manager.
* Investigate and assessing potentials risks, quantifying the financial impact. Reviewing risks in timely manner to minimize the financial impact
* Requesting updates to the Contract Governance Report document, scheduling and running the monthly CGR review, Updating the CIP- contract improvement plan on quarterly basis

**ACHIEVEMENTS:**

* Received Awards from Commercial Head for living up to one of the BT Value- Brilliant
* Received Award from Commercial Lead for living up to one of the BT Value – Personal
* Created Tool with Automation Team to automate the Resource Reconciliation activity saving 40 hours monthly
* Submitted Cost savings worth £500K in FY 2018-19, streamlined Cease process to complete cease in 30 days and savings recurring charges for 60 days
* **PROFILE in Aon Hewitt (From March 2012 to May 2013)**
* Working as Team Developer in Talent & Acquisition Team in HRBPO Process.
* Handling a Team of 7 associates.Allocation of work among the Team and auditing the work done by the Team on Real Time Basis.
* Making sure that the team is following the defined process while implementation of various processes. Prepare training materials for different processes as per new updates.
* Work with the auditee to resolve issues, provide recommendation, communication on status of action resolution and bringing to management issues that require attention tracking corrective actions.
* Maintains up to the date the training program and analysing data for the team on monthly basis. Analysing Business solutions to various Business problems
* Finding out the best practices in the process and their impact on business in terms of time and money savings.
* Driving performance improvement on key metrics by creating & execution of action plans at program level or focus groups

**PROFILE IN BA Continuum Solutions India Ltd (From October 2007 to March 2011)**

* Handling customer queries related to their personal accounts and Online Banking through Chat and e-mail.
* Resolving their queries and doing maintenance on customer’s accounts.
* Reconciliation of transactions like non-sufficient funds, overdraft fees, monthly maintenance fee, Check Fraud & Chex Systems.
* Taking Quality assurance sessions and performing quality audits, maintaining performance tracker for the team on monthly basis.
* To issue quality scores for the teams on weekly basis. Preparing Dashboards and Updating SOP’s. Handled two teams as SME throughout their OJT and performed random quality audits for Team Leaders

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| **ACADEMIC QUALIFICATION** |

* XIIth completed in Accountancy, Economics & Commerce in year 2000.
* Graduation in Bachelor of Arts (Economics Hons) Kurukshetra University (Haryana) in year 2003
* Post-graduation in Business Economics Kurukshetra University (Haryana) in year 2005

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| **TECHNICAL SKILLS** |

**Operating Systems:** Windows 2008

**Office Applications:** MS Office, Excel & PowerPoint

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| **PERSONAL PROFILE** |

##### Father’s Name   - Mr Arun Jethy

##### Date of Birth      - 31st Jan.1984

##### Languages Known - English, Hindi & Punjabi (Fluent in English)

**Marital Status     -   Married**

**Hobbies – Reading, Traveling & making friends**