# Mamta Girwar Ahirwar

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**Career Objective**

# I possess 11+ years of working experience in Finance & Accounting with core expertise in Accounts Payable (Processing, Helpdesk, Payment Auditing, Vendor Reconciliation)

# My objective has always been to fill enthusiasm, dedication, responsibility, and decent work ethics, and to make the optimal use of my experience and knowledge in budding a Team that could demonstrate great capacity to provide comprehensive support for the Organizations.

**Areas of Expertise**

* Accounts payable (P2P).
* Payments Auditing and Vendor Reconciliations.
* Dashboard.
* Staffing and Training People
* An effective communicator with excellent relationship building & interpersonal skills.
* Excels in environment that calls for meeting deadlines, working extended hours and process improvements.

**ORGANISATIONAL DETAILS**

**Mar’2021 to Jul’2021 with “Senior Analyst Operations” at Accenture Solutions Pvt Ltd (Mumbai)**

* Responsible for all P2P activity on day to day and for the monthly fortnightly activity.
* Working for New Zealand based clients.
* My main responsibility in the project was to lead the associates and analyze the variance by preparing the monthly Dashboard process related metrics.
* Attending review calls with clients to discuss issues/queries/concerns.
* Working closely with the Group Manager’s to drive team processes, production requirements and to meet/exceed client requirements.

**Operational controls :**

* Handling Helpdesk T&E, Vendor Reconciliation and Invoice Processing
* Ensuring daily turnaround of invoices, Issue resolution & timely payment to Vendors.
* Handling and vendor Reconciliation.
* Manage to service level agreements (SLAs) defined for the team.
* Ensure Key Performance Indicators (KPI’s) for the team are met.
* Continuously monitor KPI performance and take remedial action where required to ensure performance and quality standards are met.
* Support the team in resolving complex operational control issues.
* Undertaking the training responsibility of the new hires and other process tools.
* Prepared the process Map and SIPOC for the project and solving any escalations on it.
* Handling Clients Critical and Escalation emails.

**Sep’2019 to Dec’2020 Working as “Senior Associate Operations” at Lafarge Holcim Global Hub services Pvt Ltd.**

In the role of P2P Process, involves timely delivering of service and to ensure that quality is maintained throughout all activities of invoices processing and helpdesk.

* Responsible for all P2P activity on day to day and for the monthly end activity.
* My main responsibility in the project was to lead the associates and analyze the variance by preparing the monthly storyboard, process related metrics.
* Reviewing and approving the process maps & departmental procedures manuals and driving process Improvements.
* Attending review calls with clients to discuss issues/queries/concern.
* Working closely with the Group Manager’s to drive team processes, production requirements and to meet/exceed client requirements.

**Operational controls**

* Handling the most vital piece of the process i.e. Helpdesk and Invoice Processing
* Ensuring daily turnaround of invoices, Issue resolution & timely payment to Vendors.
* Handling and Reconciliation of direct debit vendor accounts.
* Manage to service level agreements (SLAs) defined for the team.
* Ensure Key Performance Indicators (KPI’s) for the team are met.
* Continuously monitor KPI performance and take remedial action where required to ensure performance and quality standards are met.
* Support the team in resolving complex operational control issues.
* SAP Training - Undertaking the training responsibility of the new hires for SAP and other process tools.
* Work management report: Analyzing all the requests received by running a Macro and work closely with all the requests to identify the holding reasons and then sending the report to the client
* Prepared the process Map and SIPOC for the project and solving any escalations on it.

**Since 05th Aug 2013 till date 05th Sep 2019 with WNS** as Financial Acct Advisory Senior Analyst **for Accounts payable (Mumbai)**

In my current role as senior analyst for PTP team involves timely processing of invoies processing and queries handling as per TAT, and to ensure that quality is maintained.

In addition to my current operational responsibilities, I continue to extend my support to other functions such as Training, Process Excellence, Quality & Audit, etc.

During the last six years in WNS I was part of one transition project – Been to UK for PTP process transition in the year 2017-2018.

**Operational controls**

* Ensuring invoices and queries received are processed as per TAT in Oracle/SAP ERP.
* Making sure the vendor queries are replied by team member in generic mail box on timely manner to avoid any escalation for payment delay.
* Working with Internal IT support team to get the invoices to flow correctly in system.
* Taking care of all the ad-hoc activities for month end close.
* Working on reconciliation of cash balances and Open AP balances after every month end close.
* Preparing Monthly dashboard showing the progress with the help of metrics pie diagram, graphs etc to review with the operational head.
* Taking monthly one on one of team members.
* Reviewing and approving the process improvement ideas submitted by team member.
* Making sure the team has the healthy work environment and balances their work-life effectively.
* Working closely with Learning and Development to conduct monthly PKT for team members

**April’2012 to Jul’13 with Kaizen Infotech Private Limited, (Mumbai)**

# As a Associate Assistant, managing invoice processing, outstanding payments and statement of creditors and debtors.

**Operational controls**

* Looking after daily allocation of work to each team member and meeting TAT of work.
* Managing the vendor and bank reconciliation to pay them on time.
* Reporting to higher management with correct no. of the daily inflow and team’s productivity.
* Also helping management on month end reporting to present the reports on a higher level.
* Working with a Quality team to improve the process.

**Key Highlights**

* Done Two Transition – One UK and Europe.
* Handed Three Regions of PTP for UK, Switzerland and France.
* Prepared SOP and Operation Excellence document and got it approved before go-live.
* Handled a team of 7 FTE across Accounts Payable .

**Leadership**

* Coaching, developing and establish succession plans for the team.
* Developing a high performing team, inspiring leadership, setting the bar high and delivering beyond expectations.

**Key Highlights**

* Successfully done the reverse transition of Europe Travel for P2P
* Quality Improvement – prepared a Macro for weekly payment run proposal, which was recognized for the Kaizen certification.
* Initiated Knowledge Sharing with in P2P with the help of experience.

**EDUCATION**

* B.Com from Sarvajanik Shikshan Sanstha College of Commerce, Mumbai University.
* H.S.C from Dyanand Junior College, Mumbai Board.
* S.S.C from Sampson English High School, Mumbai Board.

**Skills and Hobbies**

* Assertive, Optimistic, Reliable and Team player.
* Always looking for new challenges to explore new horizons.
* Able to handle stress, work pressure, challenging situation and different people and at the same

time goal oriented. (Practicing Meditation everyday).

* Playing Games & Listening Music.

**PERSONAL DOSSIER**

Date of Birth : March 20, 1989

Place of Birth : Byculla (Mumbai)

Passport No. : N7818427