***Sonali Pagare***

**E:** shonal20@gmail.com; **M:** +91 97304 59005 / 70459 81381

*Accomplished Accounts Payable Team Leader with* ***15+ yrs*** *of experience and success in providing effective leadership. Expertise in overseeing invoicing, vendor relations, payment processing and employee’s relations as well as creating and managing P2P process transformation from ground up. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational goals.*

It Skills \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

~ Shipsure ~ SAP 6.0 Version ~ Oracle ~ ~ Windows 98/XP ~ MS Office 2000 ~ SMART System ~ MSMS ~

Projects:

**P2P Transformation**

* Leading an agile way of working with project team and SMEs, and best practice project management
* Ensuring completeness and validity of programme documentation
* Maintaining effective relationships and communication with Programme Management and Assurance
* Hands-on exposure to agile way of working including team backlogs, daily stand-ups and retrospectives
* Track record delivering successful business system implementation projects within a complex environment
* Effectively manage and support the development of members of Transformation team and business
* Improve processes using systematic, disciplined and data based methods that get to root causes
* Apply a structured approach to facilitate problem solving, identify root causes, and guide partners to make informed decisions
* Support the GPO to build sustainable partnership relationships and provide guidance and advice to the P2P team,
* Finance Managers and Process Controllers to help them navigate improvements to service delivery, role standardization and efficiency.
* Any other support, including ad-hoc projects that the Global Controller/GPO requires.
* Work with fellow controllers and the Global Business Controller to ensure that a common process with common
* templates are followed.
* Work with Project Managers, PSV and V. group teams to ensure that percentage of completion is correctly reflected on the projects.

**Process Improvement Projects:**

* CITI bank projects – Bank charges Rationalisation, Downloading Statements, auto payment uploads & Downloads to finalising the invoices
* Identifying Duplicate invoices & P2P Benchmarking
* Defining Control Points for P2P
* Multiple Invoice View
* Macro designed for supplier reconciliations
* Implementing New Quality criteria for New hire processes
* TAT Calculation tracker for all the reverts received on cases
* Tracker for Disputed invoices to be maintained so that a follow-up can be sent & will be easier for vendor recon.

**Awards & Recognitions:**

* Bronze Award – Dec 2021
* Awarded as Go-Getter – Mar 2016 & Jul 2016
* Star Performer – Aug 2013
* Excellent Performer
* Star Performer – Jul 2012

**Transition Experience:**

**V. Ships, Andheri - (AP):**

* Was responsible for completion of Knowledge Acquiring within 3 months onsite Training
* Knowledge Transfer for processes related to Accounts Payable to the Team.
* Managed to take complete control over the Process & the KPI’s within the TAT

**System Transition (P2P), TCS:**

* Responsible for Transformation of System from MSMS (Non-PO based) to SAP (PO based).
* Worked on Creation of new SOP’s & Process flows
* Calculation of FTE’s and creation of SOP’s and documents.

**WNS, Airoli – (PR to PO):**

* Was responsible for completion of Knowledge Acquiring within 1.5 month onsite Training
* Knowledge Transfer for processes related to Procurement to the Team.
* Managed to take complete control over the Process & the KPI’s within the TAT

**Wipro, Pune - AR (Invoicing):**

* Was responsible for completion of Knowledge Acquiring within 1.5 month onsite Training
* Knowledge Transfer for 6 processes related to AR Invoicing
* Responsible for completing the training for Partial payment invoices; creation of Sales orders
* Managed to take complete control over the Process & the KPI’s within the TAT

Professional Growth\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**E-hub, V. GROUP (Shared Service Centre), Goregaon,** *Team Leader – AP; Jun’18 – Till Date*

**GEP, Airoli,** *Team Leader-AP; Sep’17 – Mar’18*

**WNS Global Services, Airoli**, *Team Lead-AP, Aug’15 – Aug’17*

**TCS BPO, Mumbai; Sr. Process Associate - AP;** *May’13 –Jul’15*

**Wipro BPO, Pune; Sr. Accounts Officer – AP;** *Jan’10 – Apr’13*

**Team Management:**

* Defining team KPI & Objectives in alignment with the company objectives.
* Conducting team performance reviews, One-O-Ones, KPI Calls, PDR discussions.
* Liaising with the clients on the projects and process KPI’s.
* Addressing Client & Team members queries.
* Daily reporting on status of the transitions or projects
* Monitoring the Cash flow, supplier reconciliations and P2P reporting.
* Monitoring KPI’s & CSAT and SLA’s for entire team.
* Oversees and reports weekly, monthly, quarterly, and annual metrics.
* Identifies trends and assess opportunities to improve processes and execution.
* Assisting on MEC tasks and monthly expenses

**Master Data Management**

* Handling the requests related to Supplier and customer creation
* Ensure that all the criteria are met for recording the suppliers and customers.
* Conducting SOX audits and keeping the audit reports ready for annual audits
* Checking the credibility of the supplier and customers before entering them into records.

**Transition Management:**

* Creating SOW’s, SOP’s & Flowcharts.
* Supporting all the knowledge acquisition & knowledge Transfer activities.
* Creating a Training plan for acquisition & Transfer
* Ensuring the processes improvement projects are identified and suggested during the transition.
* Defining KPI and objectives for the activities.
* Getting all the documents signed off from the clients.

**Accounts Payable:**

* Handled Transitions of P2P Processes for Australian, European & US clients.
* Creation of SOP’s and other documentations
* Working towards stabilizing the processes
* Successfully cross training the team members
* Responsible for training the team on PO creation for the Post Facto invoices related to airline expenses on Oracle
* Responsible for resolving Queries related to the process
* Responsible for Work Allocation within the team
* Maintaining the team SLA for PO creation & Query resolution

**Purchasing:**

* Creation of PO’s on MSMS & SAP system based on requisitions received directly from the mills
* Providing training to new associates
* Responsible to revert on the PO updating mails from the vendor to different mail boxes
* Was also responsible for conducting internal peer to peer Quality audits
* Conducting the internal cross trainings within the team mates
* Maintaining the SLA’s for all the requests received for PO creation
* Responsible for verifying invoices on Readsoft & achieving daily verification target
* Responsible for posting invoices, provisions & also the reporting activity
* Meeting the SLA’s for daily as well as monthly productivity.

**P2P Helpdesk:**

* Maintaining the team SLA for PO creation & Query resolution
* Responsible for resolving Queries related to the process
* Responsible for Maintaining the client CSAT as well as Vendor

**Accounts Receivable:**

Banking:

* Responsible for downloading & posting Bank Statements within the agreed TAT
* In-house Clearing; Matching Partial Payments, etc
* Reviewed work performance of subordinates and took corrective action wherever applicable
* Handled the responsibility of reviewing and analyzing general ledger accounts for interim and year-end closings
* Identified potential issues in the MIS portion of accounts receivable
* Responsible for updating and distributing SLA sheets

Invoicing:

* VAT Confirmation activity
* Creating Invoices referring the delivery notes
* Automatic booking of invoices
* Creation & verification of invoices created for domestic & export delivery
* Generating Reports from SAP for individual productivity, customized reports, etc

Audits

* Handled the responsibility collection of SOX proofs for CVMD process
* Was also responsible for conducting audits for Invoicing & banking
* Have handled duplicate audits in AP & GL
* Was recommended for internal audit panel for the entire process

**General Ledger:**

* Responsible for Posting Invoices
* Creation of FI & MM Provisions
* Handled Supplier Reconciliations, Month end audits, Month end closing activities etc.

**Resume Factor** *(Monster.com resume writing division, Nashik)* **Management Trainee:**

* Handled a team of 8 Freelance resume & cover letter writers.
* Categorizing & allocating the work to the Writers & coordinating with the customers while writing resumes.
* Aligning the writers on the SLA’s and sharing the dashboards with the parent company

~ Pursuing Advance diploma in GBS (PM, FR & FM) **~** ACCA(GBS) – 60% ~ B.COM (Banking & Finance) Pune University; Jun 2007; 63.30% ~

**DOB**: 14th Feb 1987 ~ **Language:** English, Hindi, Marathi