**AAISHA SIDDIQUI**

**Process Analyst, Gallagher Service Centre**

**Contact: 8340371085**

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**Hyderabad, Telangana 500089**

**CAREER OBJECTIVE**

To make use of my interpersonal skills to achieve the goals of a company that focuses on customer satisfaction and customer experience.

**SUMMARY**

Self-Motivated and results-driven Senior Analyst with proven track record in Travel and Expense process optimization. Identify business needs and develop valuable solutions to drive accuracy and process efficiency. Drive business effectiveness through recommendations based on data findings.

**SKILLS**

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| --- | --- |
| **Utilities** | MS Excel, MS Power Point |
| **Functional Tools** | SAP Concur, Appzen |

**EXPERIENCE SUMMARY:** Gallagher Service Centre. Feb 2022- present date

**Roles and Responsibilities:**

* To be responsible for auditing expense reports, vendor invoices across different locations i.e., US, UK, Canada and AUS/NZ locations into the tools (SAP Concur, Appzen) and identifying discrepancies.
* Allocating the work to the entire team and monitoring their completion under strict Quality and Productivity standards.
* To design and to configure SAP Concur Expense tool to meet business requirements.
* Direct follow up with onshore employees regarding violation of policies and resolution of the issues on time. Strong understanding of Travel Policies, procedures and benefits.
* Proactive in identifying issues along with recommending resolutions.
* Administering and communicating Process updates to the team.
* Compiling and preparing reports through Concur tool, metrics and documentation of weekly and monthly data of process.
* Executing regular meetings and monthly reporting for management.
* Training new joiners and team members.
* Providing insights and suggestions in an effort to improve the process.
* Conducted audits on internal controls and developed reports on findings.
* Managed completion of planned audits, reviewed records and procedures for accuracy to accomplish objectives and appraised policies and plans under audit review.

**Education**

* Bachelors in Business Administration – Jain College, Jamshedpur 2016- 2019
* Senior Secondary School Certificate, JNMS Dhanbad
* Secondary School Certificate, Indian School of Learning

**Hobbies**  
Watching Movies

**Personal Details**  
*Aaisha Siddiqui*

D.O.B: *27th November 1996*

Languages: *Hindi, English*  
Address: *Hyderabad- Telangana 500089*

**DECLARATION**

I, Aaisha Siddiqui, hereby declare that all the above-mentioned information given by me are true to the best of my knowledge and beliefs and if there are any discrepancies found, I shall be liable for any disciplinary action deemed suitable by the competent authority.

Date: 10th Oct. 2023

Place: Hyderabad                                                                                                       **Aaisha Siddiqui**