

**Jansi Chelladurai**

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**Career Objective**

To work in an environment which will provide me an ample opportunity to build my career & utilize my skills and abilities in the field of Finance/Accounts and professional growth while being Resourceful, innovative and flexible. I have always been an adaptable person but believe in humility and the strength of teamwork.

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**Core Competencies**

- Developing new streams for revenue growth and maintaining relationship with customers to achieve repeat referral business.
  - Mapping client's need, identifying improvement areas and implementing measures to maximize customer satisfaction levels.
  - Managing service operations for rendering and achieving quality services; providing first line customer support by answering queries & resolving issues and ensuring minimum TAT.
  - Streamlining business operations, invigorating businesses, heightening productivity & enhancing internal controls.
  - Leading, training & monitoring the performance of team members to ensure efficiency in process/ operations and meeting of individual & group targets.
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**Accenture Services India Pvt Ltd****Procurement Operations Analyst****May 2015-Till date**

- Handling VAT compliance process for APAC, emerging and UK.
- Preparing reconciliation for 25 entities and publishing with the clients on monthly basis.
- Provide coaching and training the team members for smooth running of process.
- Preparing journals and sending to senior accountants of EY.
- Highlighting exchange rate difference to entity accountants to clear the balance from tax account.
- Contacting EY auditors and senior accountants for tax rejections.
- Extracting VAT listing report for auditing purpose.
- Managing conference calls with cisco clients, senior accountants and stakeholders.
- Preparing tax correction entries for rejected invoices.
- Preparing governance metrics for the team and publishing to project managers.
- Taking ownership of getting all the supporting documents from Suppliers to claim tax form tax authorities by cisco.
- Publishing global VAT score on monthly basis to SDL's clients and cisco governance team.

- Ensuring smooth and timely service delivery, KPI's and developing KRA's.
- Develop and maintain good working relationships with key stakeholders at relevant levels within the organization, customers and external service providers.
- Develop, control and improve processes and procedures to "Best in Class" standards.
- Handling end to end invoice processing and critical credit note process.
- Handling credit note conference calls, quality escalation calls related to AP and R&F team with the clients and business units of Bank of Ireland.
- Ensuring quality audit for the processed invoices.
- Providing root cause analysis for the issues related to process and finding control checks.
- Updating operational excellence board quality audit team and daily capacity utilization for the team.
- Sending consolidated reports to clients on daily basis.
- Allotment of invoices to the team and conduct quality audits.
- Goods receipt check for the posted and high value invoices.
- Handling escalations and addressing them effectively.
- Managing the team in the absence of team leader and conducting team huddles on daily basis to understand the issues and concerns.
- Handling GR check, payment run, reporting for payment proposal and sending the details to the clients on weekly basis.
- Providing training to the new joiners and being a mentor for a team of four members.
- Supported my team by managing the operational excellence board.

### **Accenture Procurement Services**

**Jan 2010 –July 2014**

- Allocation of exception invoices from PAP system (paperless Accounts Payable) to be resolved from our end among team members.
- To ensure all invoices are actioned within TAT (48 Hours).
- Assigning manual invoices batches to accounts officers for compliance.
- Performance of compliance, vendor maintenance, quality check of invoices prior to payment run.
- Assigning invoices to accounts officer for data entry.
- Track on all the invoices received and updating status of invoices to clients on daily basis.
- Providing training to all new joiners and creating back up to existing peers.
- Assisting team during heavy inflow of invoices and ensuring all the invoices have paid within TAT.
- Preparation of daily tracker, weekly tracker and submitting the same to onshore for further reporting.
- Actioning on the Invoices uploaded in the paperless AP system since August 2009 on a daily basis.
- Prepared DTP for the new process coding approval and exported.
- Calling coders and approvers to code and approve the invoice at the earliest.
- Submission of deck, updating of daily dashboard and daily production.
- Tracking and publishing productivity report on hourly basis.
- Creating and updating of daily purchasing card for NAB employees.
- Processing purchase order and non-purchase order invoices in SAP.
- Processing of payment request form for NAB employees.
- Checking and approving the vendor details in oracle before payment.
- Created training plan for new joiners, training and giving assessment before production and monitor.
- Updating SLA and quality for the process.
- Updating of operational excellence dashboard.

- Setting up and testing of the current process at Accenture branch for business continuity plan.
  - Preparing minutes of meeting and circulating to the team.
  - Handling the team and motivating them to achieve the set targets.
  - Worked for Pittsburg National Corporation for mortgage process.
  - Calling the country offices to get the final documents and title policy.
  - Doing quality check for the documentation.
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### **Classroom and Additional online Trainings at Accenture**

- Trained on P2P and Facilitation Skills, KT, DTP and OE.
- Presentation Skills and client relationship management.
- Assertive communication and verb communication skills.
- Structured Business Communication.
- Preventing money laundering and terrorist financing.
- Business Continuity Management.
- Team Work and Interpersonal skills.

**Logos Assembly of God Church  
July 2007- Jan 2010**

### **Volunteer**

- Working with the team in outreach church meetings.
- Responsible in taking minutes of the meeting.
- Teaching children bible stories.
- Praying for the families and actively involved in house visits with the pastors.
- Handling of church accounts and administration.

### **Achievements**

- **Distinction of getting excellent performer of the Quarter from the client for outstanding contribution to the team and nominated for KT.**
- **Received Celebrity performance points for various achievements in the process.**
- **Received Numero UNO Award for the best performer in the team from the Vice President.**
- **APCP course (Accenture Procurement Career Program) Certification**
- **Received Pay Zone Award from Bank of Ireland for handling the critical credit note process and invoice processing for the month November 2015.**
- **Awarded with the Core Value championship by Accenture for living core values for the year 2016**
- **Received Pay Zone award from Bank of Ireland for being a great team player and outstanding performance in the year 2016.**
- **Received client appreciation award from Bank of Ireland for outstanding contribution towards business for the month of December 2016.**
- **Received client appreciation for handling the quality escalation calls successfully for the month of April 2017.**
- **Received best mentor award for the month of June 2017.**

- Received My Stellar Award for the best performance on handling the VAT feedback process effectively for the month of August 2018.
  - Received client appreciation for handling critical activities and reconciliation successfully for the month of February-2019.
  - Received recognition for delivering high performance for the month of April-2019.
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**Bachelor of Commerce** from Bharathiar University (2007)

**Area of Specialization-** Computer Applications.

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### **Computer Skills**

Conversant with MS Office (Word, PowerPoint, Excel)

SAP, Oracle, IBM Lotus Notes, Citrix and PAP.

### **Personal Details**

Date of Birth: 20-04-1987

Marital Status- Married

Languages known- English, Kannada, Hindi and Tamil.

References: Available on request.