

# M Ashok Kumar

No: 9, 1<sup>st</sup> Floor, Nalwar Street, MES  
Road 3<sup>rd</sup> Cross Street, Ganapathipuram,  
East Tambaram, Chennai - 600059.

Email: [Ashokdir1@gmail.com](mailto:Ashokdir1@gmail.com)

Mobile: +91-9840709736

## **OBJECTIVE:**

Seeking a position to utilize my skills and abilities in a challenging environment and to attain the pinnacle of excellence by being a point of continuity in the dynamic world of change.

Overall 14+ Years of Experience in Business Reporting Governance (MIS) in following domains

- FP&A
- Call Center Operations
- Banking Backend Operations
- Media Advertising

## **PROFESSIONAL EXPERIENCE:**

**Current Organization:** Accenture Solutions Private Limited

**Experience with current employer:** 7 Years 11 Months

### **Experience 5A:**

Working as **Senior Reporting Team Lead** in **Accenture Solutions Pvt Ltd** from 1<sup>st</sup> March -2019 to till date.

### **Responsibilities:**

- Part of centralized Business Reporting Team (iSS - Intelligent Shared Services), who supports Business Performance Reporting & Governance model since last 7 years 11 months with current organization
- Involving in FP&A functional domain to support the following business reporting deliverables
  - Metrics Reporting (Client \ Operational)
    - i. SLA \ KPI \ BVI etc.
    - ii. Daily \ Weekly Operational reports
  - Ad-hoc Reports
  - Power BI Dashboards
- **People Management:**
  - Currently managing business reporting team
  - Responsible to deliver 200+ reports \ presentations \ dashboards with accurately to client & internal operations on a monthly \ daily frequency basis
  - Daily connect with team to discuss on the deliverables for the day
  - Responsible for reviewing individual team members performance
  - Provide insights \ recommendation for team members performance and growth
  - Participate \ Represent each of my individual teams during quarterly \ yearly review
  - Functionally, align \ manage other team mates as well to complete deliverables as per timeline and collect inputs for business discussion with clients in monthly call
  - Succession Plan

- Strictly maintain productivity as per organization expectation \ standard and capture it in internal productivity tool.
- **Stakeholders Management: (Internal & Client Facing)**
  - Client Interactions (FP&A)
  - P2P Operational Reporting & Governance
  - R2R Operational Reporting & Governance
- **Projects:**
  - Mobilization Run support for business reporting functions as listed below
    - i. New Contracts - Define \ Calculate New Metrics
    - ii. New metrics implementation in existing contract
  - Power BI Dashboards
    - i. Assess the requirements of PBI project define the dataset that to be considered as source
    - ii. Following are the backend functions used in PBI's that I have developed and my team has developed
    - iii. SQL Backend with query based structure
    - iv. Excel \ SharePoint \ Web
- Prepare agenda for client \ internal review calls
- Responsible to prepare business performance review deck \ dashboard for Monthly \ Quarterly Client review call
- Collaborate with Top leadership Service Delivery Leads to run a client review calls
- Annual metrics determination analytics & statistics
- Having a beginner knowledge in Automation Anywhere Tool, CRPA Automation Tool. Deployed 2 web-based automation in AA Tool. Learning further to improve to reach professional and expert level.

#### **Experience 5B:**

**Current Organization:** Accenture Solutions Private Limited

Worked as **Team lead / SME** in **Accenture Solutions Private Limited** from 1<sup>st</sup> June -2016 to 28<sup>th</sup> February - 2019.

#### **Responsibilities:**

- Part of Accenture Business Solution Technology Team.
- People Management – Indirect reporters
- Prepare monthly \ Quarterly presentation for client call which has Region-wise / DC wise classifications.
- Currently holding responsible to handle data points of client MS1F (Microsoft One Finance).
- Review & Publishing the Monthly / Weekly performance report (Dashboard).
- Simplify the large number of data points using an automated / formulated template to derive the Monthly report across all the business line items (AP, BC, and REC etc.).
- Maintaining all the MIS data points (WTD – Week wise & MTD – Month wise) that relates to the lists of business items of client.
- Ensure the given report to the service delivery prepared within all the internal & client metrics according to the changes which occurs every month.
- Delivering all the reports within the timelines, and maintain accuracy declared by the clients.
- Totally 90+ reports & some Adhoc effort that to be worked out each and every month.
- Sending emails to the concern stakeholder to do follow ups for an approval to clear a failure if we have.
- Annual metrics determination analytics & statistics.
- Assist Service Delivery team to simplify their human effort using automation tools like AAA (Automation Anywhere) tools.

## Experience 5C:

**Current Organization:** Accenture Solutions Private Limited

Worked as **Sr. Reporting Associate** in **Accenture Solutions Pvt Ltd** from 03<sup>rd</sup> February -2014 to till 31<sup>st</sup> May 2016.

### Responsibilities:

- Part of Accenture Business Solution Technology Team.
- Currently holding responsible to handle data points of client MS1F (Microsoft One Finance).
- Preparing & Publishing the Monthly / Weekly performance report (Dashboard).
- Simplify the large number of data points using an automated / formulated template to derive the Monthly report across all the business line items (AP, BC, and REC etc.).
- Maintaining all the MIS data points (WTD – Week wise & MTD – Month wise) that relates to the lists of business items of client.
- Ensure the given report to the service delivery prepared within all the internal & client metrics according to the changes which occurs every month.
- Delivering all the reports within the timelines, and maintain accuracy declared by the clients.
- Preparing a Power-point presentation data for monthly performance review as well as for Quarterly business review which has Region-wise / DC wise classifications.
- Totally 90+ reports & some Ad-hoc effort that to be worked out each and every month.
- Sending emails to the concern stakeholder to do follow ups for an approval to clear a failure if we have.
- Annual metrics determination analytics & statistics.

## Experience 4:

**Previous Organization:** Sutherland Global Services

Worked as **WFM Specialist - Operations** in **Sutherland Global Services** from 27<sup>th</sup> October -2011 2<sup>nd</sup> Feb 2014.

### Responsibilities:

- Took a part of COPS Global Workforce Management team in the centralized operations department
- Forecasting - STF (Short Term Forecasting), MTF (Mid Term Forecasting), LTF (Long Term Forecasting).
- Integration of employees into the scheduling process.
- Suggesting best anticipated performance report to service delivery team for their weekly production.
- Ensure the given projection to service delivery prepared within all the internal (Sutherland) metrics.
- Trend and seasonality analysis.
- Weekly & monthly discussion with the clients about upcoming commitments & running capacity plan.
- Preparing & Publishing the Weekly performance report (Dashboard).
- Explaining about weekly performance report during weekly review call with internal management team.

- Maintaining all the MIS data points (WTD – Week wise & MTD – Month wise) that relates to the programs allotted for the individuals as in a perfect MIS format.
- Delivering all the reports within the timelines, and maintain accuracy declared by the organization.
- Assist Logistics department to update the Sutherland employee's schedules in to internal web roster portal on daily basis for the entire employee's transportation.

### **Experience 3:**

**Previous Organization:** Idea7 Sewells Business Solution Pvt Ltd

Worked as **Training \ HR Coordinator** in **Idea7 Sewells Business Solutions Pvt Ltd** for the project of **Ford India Pvt Ltd** (Ford Motor Company) from 1<sup>st</sup> July-2010 to 8<sup>th</sup> July 2011.

#### **Responsibilities:**

- Ford Dealership Employees Database Management.
- Monthly attrition & weekly manpower updation about Ford dealership to management.
- Monthly & weekly validation of trained & untrained manpower.
- Planning for monthly training schedule as based on untrained manpower.
- Monthly budget calculation based on training calendar for the month.
- Update data of participants those who are appeared in training program in mainframe database called STARS.
- Training venue & logistic arrangement for ford dealership employee's trainings.
- Transaction processing of venues for conducted trainings.
- Training library maintenance.

As a Client-side worker, responsible for data that relates to Employee Database, Training MIS Reports, Training logistics & administration.

### **Experience 2:**

**Previous Organization:** Origin IT & Solution PVT LTD

Worked as “**Team leader**” in **Origin IT & Solution PVT LTD** for the project of **Info Network Management Systems (Calleazee)** from 12 Oct-2009 to 30 June 2010.

#### **Responsibilities:**

- Searching data for classification from various sources (magazines, classify adds directory etc).
- Handled team with maximum 8 members.
- Allocate folder to team members according to data collected on day to day and hour by hour.
- Quality checking of data entry done by team members.
- Updating on daily basis about team performance to project lead.
- Encourage & motivate the team members to perform well.

### **Experience 1:**

**Previous Organization:** Infonet Systems

Worked as “**Data Capture Associate**” in **Infonet Systems** April -2008 to Sep 2009.

#### **Responsibilities:**

- Live Data Entry for the banking domain project.

- Data Entry according to entry rules with quality & quantity.
- Maintain the keying speed as based on live arrival documents.
- Achieve daily document target allocated for individuals.

### **TECHNICAL SKILLS:**

- Platforms : Windows.
- Skills : Power BI, Excel, PPT, Word, SQL & SharePoint
- Languages : C, C++, JAVA, SQL Server, VB.
- Web Technologies : HTML

### **ACADEMIC CREDENTIALS:**

EXAMINATION	BOARD / UNIVERSITY	INSTITUTION	YEAR	AGGREGATE
BSC (Computer Science)	Chennai University	Quaide Milleth College. Medavakkam, Chennai - 600100.	2004-07	60%
HSC	State Board	Government Hr. Sec School, Velachery, Chennai - 600042	2003-04	67%
SSLC	State Board	Government Hr. Sec School, Velachery, Chennai - 600042	2001-02	87.5%

### **STRENGTHS:**

- Versatile team player with good communication skills and problem-solving skills
- Adaptable to changing environments
- Eager to share knowledge
- Quest to learn new things

### **PERSONAL DETAILS:**

- D.O.B : 03-Jul-1986
- Age : 35 Years
- Sex : Male
- Father : Mohan
- Marital Status : Married
- Languages Known : English, Tamil and Telugu
- Hobbies : Listening Music & Watching Cricket.

### **DECLARATION**

I do hereby declare that the particulars of information and facts stated herein above are true, correct, and complete to the best of my knowledge and belief.

Place: Chennai  
Date:

Regards,  
M. Ashokkumar

CONFIDENTIAL