

# Anslem Almeida

## SAP Concur Consultant & Travel and Expense Manager

Highly motivated Travel & Expense Manager & SAP Travel Management Consultant with 10+ years of experience leveraging expertise in SAP Concur and travel expense process optimization. Seeking a challenging role at your organisation to drive efficiency, ensure compliance, and enhance user experience through configuration, implementation, and support of SAP Travel Management solutions aligned with industry best practices.

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### PROFESSIONAL SUMMARY

- SAP Travel Management Technical Consultant with 15+ years of experience in optimizing travel, invoice, and expense processes using SAP Concur and related technologies.
  - Expertise in integrating SAP Concur with SAP S/4HANA, SAP ECC, and third-party systems through middleware and APIs.
  - Delivered hands-on SAP Concur training, covering Expense, Travel, and Invoice modules, enhancing user adoption across departments.
  - Managed a global SAP Concur Expense Claim project supporting 40,000 employees, ensuring efficient claim processing and compliance.
  - Orchestrated the migration of 120,000 North American employees from the legacy T&E system to SAP Concur, significantly improving efficiency and user satisfaction.
  - Proficient in stakeholder management, facilitating workshops to gather business requirements and transform them into optimized Concur workflows.
  - Strong analytical skills, developing customized reports using Concur Intelligence to address audit and financial reporting needs, covered KPIs like spend, compliance, and cycle times.
  - Experienced in defining employee groupings, trip activities, expense types, and wage types within SAP Travel Management
  - Expertise in: Expense policies, workflows, audit rules, corporate card integration, Integration with SAP FI/AP, HR, Payroll. Middleware & APIs
  - Integration Expertise - Deep experience integrating Concur with ERP systems (SAP S/4, ECC, Oracle, PeopleSoft).
  - Interfaces covering HR master data, vendor master, GL/AP postings, and payment files.
  - Skilled with SAE (Standard Accounting Extract), HR-XML, custom maps, and Concur APIs.
  - Strong troubleshooting and error resolution for integration failures.
  - Strong knowledge of global T&E compliance, localization, and tax requirements.
  - Excellent stakeholder management skills – ability to engage senior finance, HR, and compliance leaders.
  - Knowledgeable in FI posting, workflow processes, travel request processes, advance/recovery processes, and settlement processes related to Travel Management.
  - Led global rollouts of SAP Concur Travel, Expense, and Invoice solutions.
  - Gathered and analyzed business requirements, translated them into functional designs, and configured tailored Concur solutions.
  - Delivered functional and test specification documents, end-user training, UAT support, and post-go-live hypercare.
  - Hands-on in configuration, end-user communications, and working with global teams to ensure adoption and compliance.
  - Multi-level approvals and global compliance.
  - Consistently driven by thoroughness—testing end-to-end scenarios, validating data accuracy, and maintaining audit documentation.
  - Expense management: T&E spending reporting, analysis to optimise budgets, track travel expenses, and ensure compliance with policy.
  - Managed Accounts Payable and T&E Operations and Projects in Oracle, ensuring timely processing of invoices and expenses, vendor relations, policy compliance, and continuous process improvement.
  - Strong communication skills with the ability to interact effectively with both technical and non-technical stakeholders.
  - Excellent problem-solving abilities and attention to detail.
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- Provide system analysis and recommendations for process improvement

### TECHNICAL SKILLS

SAP Concur    SAP S/4HANA    SAP ECC    Travel Management    Expense Management    Workflow Design    API Integration  
Data Analysis    Compliance Reporting    Project Management    Workday    SAP Ariba    SAP Concur Invoice

### WORK EXPERIENCE

#### Operations Manager

##### SouthSeas Distilleries (Mumbai) (Mumbai) (Dec 2024 - Present)

Oversaw operations and expense control functions, travel expense optimization, marketing event coordination, Salesforce operations, sales coordination, and T&E policy enforcement.

- Managed end-to-end operations and expense control functions, optimizing resource utilization across SouthSeas Distilleries from December 2024 to present.
- Executed Concur Implementations for Expense and Invoice, Oversaw and optimized travel expense management and invoice processing, enhancing efficiency and compliance with company policies.
- Coordinated Pan India marketing events, ensuring seamless execution of promotional and brand-building activities.
- Supervised Salesforce operations and reporting, providing data-driven insights for strategic decision-making and sales effectiveness.
- Streamlined sales coordination activities by providing necessary resources and information to support the sales team's objectives.
- Established and enforced Travel and Expense Management policies and processes, promoting adherence to company guidelines and cost-effectiveness.
- Expense management: T&E spending reporting, analysis to optimise budgets, track travel expenses, and ensure compliance with policy.

**Achievements:**

- Enhanced travel expense management and invoice processing leading to improved operational efficiency and policy adherence.
- Successfully enforced Travel and Expense Management policies, resulting in improved adherence to company guidelines and cost-effectiveness.
- Contributed to strategic decision-making and sales effectiveness by providing data-driven insights through Salesforce operations and reporting.

**Manager - Operations****K12 Techno Pvt Services Limited (Mumbai) (May 2023 - Apr 2024)**

Customer Success and Admissions direction, Property management oversight, Design and Implementation of financial trackers, Onboarding development, championing centralised vendor groups

- Directed customer success and admissions processes from May 2023 to Apr 2024, optimizing workflows to enhance efficiency and improve student enrollment figures.
- Oversaw property management, transport logistics, and liaising functions ensuring heightened operational effectiveness across multiple school locations.
- Designed and implemented Google Sheets for tracking expenses enabling accurate financial oversight and fostering enhanced forecasting capabilities within the administrative sector.
- Administer and support the Spotnana Travel Management platform
- Developed a comprehensive onboarding and training plan for incoming employees thus streamlining integration into the organization and boosting productivity metrics.
- Championed the adoption of a centralized vendor contract group within Mumbai thereby enhancing standardized vendor management practices while optimizing procurement processes.
- Administer and support the Spotnana Travel Management platform

**Achievements:**

- Orchestrated enhancements that have significantly increased total student enrollment figures through meticulous customer success and admissions process streamlining.
- Pioneered operational effectiveness through overseeing comprehensive management strategies for physical properties, logistical transport services, and associated external liaison functions.
- Cultivated financial oversight and enhanced predictive accuracy using optimized expense tracking methods implemented via Google workspace

**Assistant General Manager****Edu front Technologies Pvt Limited (Dec 2022 - Apr 2023)**

Directing operations, Managing content mapping and problem-solving, developing relevant content, liaising with stakeholders

- Directed operational activities for West and South India regions from Dec 2022 to Apr 2023 aiming to optimize resource allocation and enhance workflow efficiency using innovative operational strategies.
- Managed content mapping and resolution processes for the Ed Tech App ensuring accurate and relevant content delivery to end-users improving user experience.
- Collaborated in content development for impactful Business Workshops, Events, Meetings, and Webinars boosting audience engagement and participation with creative and engaging resources.
- Led strategic problem-solving sessions with key stakeholders to resolve critical issues relating to the Ed Tech App improving platform performance tactfully and successfully.

**Achievements:**

- Successfully optimized resource allocation that resulted in enhanced operational workflows throughout South and West India reducing inefficiencies.
- Streamlined, accurate, and strategically relevant content for end-users, enhancing their experience of using the Ed Tech App.
- Enhanced strategic problem-solving leading to performance enhancements of the Ed-tech App via close key stakeholder collaborations.
- Administer and supported the Spotnana Travel Management platform

**Program Coach/Lead****Eru learning Solutions Limited (Mar 2019 - Jun 2022)**

Program Management, Establishing admission and delivery teams, streamlining application processes, gathering and leveraging Program Feedback

- Managed and delivered programs with 15 Indian Schools from March 2019 to June 2022, including IITs and IIMs, overseeing approximately 36 programs with 80 applicants per program assuring program quality and consistent delivery standards.
- Collaborated with the VP, to establish Admission and Delivery Teams, enabling efficient operational structure and streamlined process effectiveness throughout the work period.
- Ensured uninterrupted processing of admissions applications for robust student onboarding and improved organizational application efficiency to promote student uptake.
- Actively solicited participant feedback used to enhance ongoing student/teacher learning experiences and enhance satisfaction throughout all associated learning programs.
- Led quality assurance initiative implementation boosting continuous improvements in application process and driving consistent delivery standards for optimized services.

**Achievements:**

- Drove and sustained superior quality in student education throughout 15 leading Schools by leading, mentoring, and effectively managing learning programs.
- Enhanced organizational operational efficiency by establishing new Admissions and Delivery processes and optimizing functional parameters.
- Significantly boosted satisfaction levels among students and teachers by gathering consistent formal feedback, which was then rolled into training programs.
- Consistently promoted quality and continuous improvement within the application processes, providing ongoing value to all stakeholders.

**Expense Analyst****General Mills India (P.) Ltd (Feb 2017 - Dec 2017)**

Oversaw and sustained strict project schedules to deliver time deliverables Managed all key administration processes associated with Corporate accounting cards/systems, and Managed key communications by taking meeting minutes.

- Adhered to strict project deadlines from Feb 2017 to Dec 2017 time management practices ensuring completion of all projects consistently and punctually.
- Managed all aspects of Corporate Card Administration from Employee Corporate Cards to Purchasing Cards, Relocation Cards, and Travel Accounts providing centralized accountability.
- Managed global SAP Concur Expense Claim Project which providing claim services for 40,000 employees while ensuring process was efficient and regulatory compliance was maintained.
- Conducted merger across 03 diverse European Legal Entities, coordinating Concur SAP implementations and Corporate card project parameters and processes to ensure seamless integration.
- Deployed and sustained action tracker shared drive and meeting minutes promoting accessible information and enhancing transparent communication channels within corporate operations.
- Enhanced monitoring via OneNote for real-time minutes taking and effective action item reporting thereby enriching and empowering real-time follow up effectiveness.

#### **Achievements:**

- Significantly improved project outcome efficiency by consistently adhering to demanding project timelines thanks to diligent and focused work ethic.
- Supported the SAP Concur and Corporate Card implementations contributing to improved integration and organizational synergy contributing to efficiencies.
- Enhanced operational follow up thanks to the real-time minute taking process driving superior transparency and greater team accountability.

### **Team Leader**

#### **JP Morgan Chase Co. (Aug 2007 - Jan 2017)**

Provided helpdesk support to drive efficient business processes, Led insights that improved operational strategies, Transferred the workforce to SAP Concur with no operational interruptions or day-to-day impact and, Communicated key organizational strategic updates.

- Led comprehensive Firmwide Integrated Helpdesk (FIH) dashboard covering the WEM region guaranteeing operational oversight leading to resolution of various key organizational issues spanning from Aug 2007 to Jan 2017.
- Provided expertise as Subject matter expert (SME) focusing on Concur SAP including travel/PCARD/Corporate card parameters for the team and wider business.
- Orchestrated the organizational strategic migration touching 120,000 North America employees seamlessly changing from legacy T&E platform to dynamic SAP Concur to ensure peak workforce efficiency.
- Provided Gantt charting support to both internal and external stakeholders visualizing specific program timelines thereby improving the program transparency.
- Regularly updated all key operational plans ensuring alignment with overarching strategies and guaranteeing consistent allocation of resources to all primary operational goals.
- Conducted workshops focused on gaining comprehensive insights into Travel & Expense (T&E) management procedures and processes to meet goals.
- For 4 years, managed Accounts Payable and T&E Operations and Projects in Oracle, ensuring timely processing of invoices and expenses, vendor relations, policy compliance, and continuous process improvement.

#### **Achievements:**

- Consistently provided effective helpdesk oversight that improved day-to-day processes allowing wider team to thrive.
- Guaranteed heightened Concur expert guidance facilitating a stronger and greater knowledge and understanding across all organizational partners.
- Transformed workforce efficiency via the seamless transfer of 120000 workers to dynamic SAP Concur driving organizational success.
- Travel policy development and implementation in coordination with the CFO
- Supplier management: as airlines, hotels, and car rental companies
- Booking and itinerary management: Working with the Global Travel Partner

## **EDUCATION**

#### **Bachelor of Commerce & Accounts (2004 - 2004)**

Lala Lajpatrai College, Mumbai, India, Mumbai, India

#### **Master of Commerce & Accounts (2006 - 2006)**

K.B Hinduja College, Mumbai, India, Mumbai, India

## **CERTIFICATIONS**

- **Microsoft Power Apps (2024)**
- **Data Analytics by Google. (2024)**
- **PMP Trained (2018)**
- **Prince2, UK Project Software Project Management (2017)**
- **Concur SAP Trained (2016)**

## **ACHIEVEMENTS**

- Successfully Migrated 120,000 North American Employees At JP Morgan Chase Co.: Enhanced system stability and user satisfaction.
- Spearheaded The Global SAP Concur Expense Claim Project At General Mills India: Served 40,000 employees and consistently met project deadlines.
- Implemented Innovative Process Improvements At Edu Front Technologies Pvt Limited: Led to measurable increases in CSAT scores.

## **SKILLS**

**Core Competencies:** Expense Process Optimization, Global Implementation, Stakeholder Alignment, Training & Enablement, Compliance & Reporting, Project Management, Workflow Design, Expense Management, Travel Management Configuration

**Soft Skills:** Communication, Leadership, Problem-solving, Teamwork, Adaptability

**HOBBIES**

Tech Meetups, Innovation Workshops, Online Courses, Travel, Reading

**LANGUAGES**

English, Marathi, Hindi