

Md Shoyab *ERP Expert*

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SUMMARY

Strategic ERP and financial systems professional with a strong background in leading automation initiatives, optimizing procure-to-pay cycles, and managing high-impact financial systems. Adept at working with SAP Concur, Oracle R12 EBS, Ariba, and ETL tools to enhance process accuracy and compliance. Demonstrated ability to drive operational efficiency, lead control assessments, and collaborate with cross-functional teams in global finance environments.

SKILLS

ERP Tools — SAP Concur, Oracle R12 EBS, Ariba, AskGSM, Infosys Bot
Data & Reporting — Excel (Advanced), Power BI, Tableau, ETL, Pivot Tables
Project Tools — JIRA, ServiceNow, Confluence, Microsoft Visio
Soft Skills — Stakeholder Management, Documentation, Change Management

WORK EXPERIENCE

Analyst - ERP Expert, American Express India Pvt. Ltd. Jan 2022 – present | Gurgaon, Haryana

- Implemented system enhancements to improve financial transaction accuracy and compliance, reducing processing time by 10%.
- Developed a product roadmap for streamlined procurement and payment lifecycle, ensuring alignment with risk and control measures.
- Conducted control tracking and risk assessments for financial transactions, maintaining 99%+ data integrity.
- Automated daily monitoring of financial data using VBA and ETL workflows, eliminating errors and enhancing compliance.
- Led root cause analysis for transaction failures, mitigating risks in payment disbursement and ensuring smooth fund transfers.
- Developed and maintained system configurations documentation in compliance with regulatory and internal control standards.
- Conducted testing in various environments, ensuring 100% success rate and adherence to compliance requirements.
- Collaborated with technology teams and product owners to execute data extraction, transformation, and load processes for job failure resolution.
- Monitored and assessed feed flows to downstream systems, ensuring compliance with financial reporting and risk control standards.
- Executed key/certificate renewal activities for banks and SFT tools, preventing payment failures and strengthening host-to-host (H2H) security.
- Successfully implemented disaster recovery (DR) exercises for payment portal applications, ensuring business continuity.
- Trained stakeholders on issue management and compliance best practices, reinforcing control management and risk mitigation strategies.

Financial Analyst, American Express India Pvt. Ltd. Jan 2020 – Jan 2022 | Gurgaon, Haryana

- Implemented techno-functional support for Payment Portal, SAP Concur, Ariba-on-Demand & Oracle SL.
- Resolved 1700+ tickets with 100% SLA, enhancing system efficiency.
- Managed application outages, ensuring data integrity and consistency.
- Conducted root cause analysis and implemented resolution plans.
- Conducted before and after maintenance testing and validations.
- Automated manual systems and configured approval flows.
- Collaborated with team to improve efficiency and workflow.
- Generated reports and analyzed data, improving day-to-day operations.
- Configured approval flows for GL and SL, streamlining the procurement and payment lifecycle.
- Reviewed month-end period close activity, ensuring timely and accurate reporting.

Manager - IT, Care Health (Formerly Religare Health Insurance) Sep 2019 – Jan 2020 | Noida, UP

- Provided technical support for hardware and software issues.
- Managed and resolved CRM, Proparo Database, Email View & Claim Live issues, resulting in 20% reduction in tickets.
- Served as QC resource for insurance operation, reconciled errors, ensured active policies, resulting in 99% accuracy rate.
- Facilitated daily feedback to Supervisor on system performance, identified and worked on potential issues.
- Analyzed data to identify root cause of 10 weekly issues.
- Supported project timelines, coordinated changes in user and data integration functionality.

- Led sessions with business managers to gather requirements for commercial insurance software.

Manager - Voice Operations,
Care Health (Formerly Religare Health Insurance)

Jun 2018 – Sep 2019 | Noida, UP

- Handled 200+ inbound calls daily to address diverse health insurance related inquiries.
- Increased customer comprehension by delivering concise explanations on policy coverage, premium payments, and streamlined claim procedures.
- Resolved various basic medical queries, facilitated premium adjustments, and expedited health claim issues, showcasing robust problem-solving skills.
- Enhanced preventive care participation by managing health check-up bookings for insured individuals.
- Reduced average claim resolution time by accelerating claims processing, elevating customer satisfaction levels.

CERTIFICATIONS		
Data Analytics NASBA (National Association of State Boards of Accountancy)	Agile Project Leadership LinkedIn Learning	Atlassian Agile Project Management Professional Certificate Atlassian
GSG Develops: Data Analyst Pathway 1: Defining Problems American Express	Harvard Leadership Edge: Making Sound Decisions Quickly – Boost Your Decision-Making Harvard Business Publishing Corporate Learning	The Explainer: Big Data and Analytics Harvard ManageMentor Spark
Data Visualization for Data Analysis and Analytics LinkedIn Learning	Excel Data Visualization: Mastering 20+ Charts and Graphs LinkedIn Learning	LambdaTest Test Automation Professional Certificate LambdaTest
Cybersecurity with Cloud Computing IIBS (International Institute of Business Analysis)		

CORE COMPETENCIES
<ul style="list-style-type: none">- <u>Data Analysis</u>: Analyzing data trends and patterns to inform decision-making and enhance business processes.- <u>Project Management</u>: Leading cross-functional teams to implement system enhancements and manage ERP system projects.- <u>Process Optimization</u>: Embracing new functionality to streamline the procure to pay process and improve operational efficiency.- <u>Data Integrity</u>: Monitoring feed flows between upstream and downstream systems to ensure data accuracy and integrity.- <u>Documentation Management</u>: Developing & maintaining system configurations documentation in standards compliance.- <u>Quality Assurance</u>: Conducting rigorous testing in various environments to ensure a 100% success rate.- <u>Training and Collaboration</u>: Delivering effective training and collaborating with various teams.

AWARD & APPRECIATIONS
GSM PS&O Golden Star Award , Apr 2021 Learnt and managed Ariba application along with Concur during tough COVID times and ensured high accuracy and perfection.
GSM Conquerors - Dec'20 Winners , Dec 2020 Effectively managing concur issues while working with multiple stakeholders and single handedly managed multiple issues across markets within timeframe
Tribute GSG India Award Winners , Mar 2025 Demonstrated outstanding consistency in support of GSM Disaster Recovery Exercise in Q4 2024.

EDUCATION	
Indira Gandhi National Open University, MBA in Operations Management	Aug 2023 Maidan Garhi, New Delhi
DNS College of Engineering and Technology, B.Tech. in Electrical & Electronics Engineering	Jul 2019 Amroha, Uttar Pradesh
Ambedkar Polytechnic, Diploma in Instrumentation & Control Engineering	Jul 2015 Shakarpur, Delhi