**Amit Mishra**

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**Career Abstract**

* **An astute professional with 11 years of experience in F&A Domain, BFSI, Process Management, Process Reengineering, Re-Designing of Process and Team Management**

**Skill Set**

**Process Management**

**Re-Designing of Process**

**Transition/ Migration**

**Quality Management**

**Documentation & Reporting**

**Client Relationship Management**

**Team Management**

**Training and Development**

**Interdepartmental Coordination**

* Gained experience in numerous process improvement projects based on operational excellence initiatives with respect to cost, resource deployment, time over-runs and quality compliance
* Champion in making decisions regarding the business process to enable end-to-end success through utilization of business process, common tools and business practices
* Proficient at hiring, managing & leading large teams for running successful operations with experience of developing service standards & meeting service levels for business excellence, business objective setting and achievement orientation
* Holds the credit of 3 successful process migration Mckesson (R2R)-Genpact and Hillshire - First F&A Account in Genpact America,Taxes)
* Distinction of steering improvement initiatives with focus on streamlining & managing operations with proactive planning, introducing new concepts, steering change, etc.
* Well versed with SAP, SAS, Black line, Frontier, VISIO, MS Office & Bloomberg
* An effective communicator with ability to solve operational problems and work without the need for direct supervision while ensuring timely completion of all projects

**Core Expertise**

* Extensive knowledge of **Journal ledger , Bank Reconciliation, and Order to Cash**
* **Re-Designing of Process**, identifying the improvement opportunity, find out best possible resolution and implementation to achieve the desired result
* **Deploying various methodologies to analyze various processes**, recommending modifications to minimize escalations, realize operational efficiencies, control variability & costs and reduce cycle-time
* **Handling large teams for running successful operation** with experience of hiring the team and developing service standards & motivate team to meet service levels for business
* **Identifying & replicating best practices** across all functions for inculcating learning & sharing approach among all employees
* **Implementing multi-dimensional excellence initiatives** including Process Management, Process Improvement & Re-engineering, Customer Satisfaction Measurement & Improvement, Capability Building, etc.
* **Realizing process improvements, applying different Six Sigma tools** & techniques in different business processes to enhance productivity and profitability
* **Internal Audit & SOX compliance** to ensure process is compliant to all audit requirement

**Professional Experience**

**Since October'09**

**Key Assignment**

Period: Oct'09 to 12-Ongoing

Project: apollo interfabs delhi

Role: Assistant Manager

**Key Result Areas:**

* Managing team for journal ledger, Account Reconciliation and for FTB client
* Building competencies in the team to offer differentiated solutions
* Took designed approached to help the team in achieving process SLA, which were not met from last 1 year
* Identifying improvement opportunity and making changes in existing process to improve efficiency
* Ensuring that team achieves Day to Day Operational deliverable like Account Reconciliation and Internal Audits.
* Ensuring timely closure Bank reconciliations and open item management in account reconciliations
* Maintaining updated Documentation and BCP for all services supported
* LOB calls, MBR and Performance Appraisal

**Start on working in genpact 28Dec 2012**

**Key Assignments Handled across the carrier**

Period: Dec'12 till Sep 2018

Project: Mckesson (First F&A Account in Genpact Texas), America

Role: Senior process Developer

**Key Result Areas:**

* Overseeing the TG1-TG4 deliverables and report out as Process developer and successfully worked with Transition Manager and helped in preparing the pitch and participating in discussion for signoff of toll gate stages with client
* Hiring of resources & **managing team of 15 resources including 2 team leaders**. Conceptualizing Incumbent Knowledge Transfer and preparing the knowledge transfer plan for team with approval from **client**
* Played a key role in approving SOP; guided the team in preparing the process SOPs and reviewed them before submitting for final approval from client
* Hold the distinction of executing the projects; F&A account for Genpact US in **AR (Cash Application and Deductions)**.
* Leveraged skills and abilities in preparing the pre-process training material and conducted 3 weeks training session with Genpact team
* Developed Steady State Plans and responsible for preparing FTE validation, Ramping Up and BCP plan for process
* Displayed leadership skills in supporting Pilot and "Go Live" process and handled team to meet all process SLA
* **Took structured approach in managing Incumbent Knowledge Transfer** as Process Manager and actively involved in all process trainings to ensure the process download is effective and as per approved plan**:**
* Conceptualized for strategies to improve the efficiency and effectiveness of overall month end closing process for both IS Change and IS BAU(BG IS and IS Ops) segments to enable cost transparency influencing business behavior and performed following responsibilities
* Accountable for improving effectiveness of IS Change accrual process to enable effective variance analysis and commentary
* Increased the efficiency of CAPEX submission process to allow capitalization on WD+1
* Optimized the process of managed resource invoice validation process
* Accountable for overall month end process for both IS BAU and IS Change so the timelines for closing can be met successfully and accurately report of the team.
* Team POD : handling a team of 4 team members to ensure seamless operations
* Extensive training experience as a trainer for whole team
* Work allocation and ensuring all work is done within TAT and meeting all SLA’s.
* Responsible for the production of Offsets, write off, Bad debt and Promissory notes.
* Quality Check of the team to ensure that accuracy levels are maintained
* Ensuring timely processing of customer’s payments as per Service Level Agreement.
* Resource Management (Work allocation and team handling) during crunch (High incoming volume) situation
* Responsible for analyzing root causes for defects, timeliness miss on a daily basis.
* Handled various software related issues in processing with client for customer satisfaction and to meet cycle time.
* Performed with 99.90% Accuracy and met all the Process SLA
* Performed at 99.92% TAT deadlines against target of TAT 99%.

**Other Projects**

* Re-Engineering (Lean) Project for British Gas in UK.
* Project for setting up F&A account in US.
* Process Migration for R2R and Investment Management Process from USA.
* Prepared Six Sigma JDIs on Automation of Outlook and automation of manual reporting system.
* Preparation of SIPOC, FMEA for the Process.
* Project on linking between two different processes to improve the efficiency and reduce the risk.
* **Start on working in EXL Services OCT 2018**
* **Achievements as an Assistant Manager**:
* Overseeing the TG1-TG4 deliverables and report out as Assistant manager and successfully worked with Transition and helped in preparing the pitch and participating in discussion for signoff of toll gate stages with client
* Got opportunity to work with most tenured team members and successfully leaded the team till date.
* Ensuring that team achieves Day to Day Operational deliverable like Account Reconciliation and Internal Audits.
* Received lots of process improvement idea’s after the training which was appreciated by entire management and Client side as well.
* Leveraged skills and abilities in preparing the pre-process training material and conducted 3 weeks training session with EXL team.
* Work allocation and ensuring all work is done within TAT and meeting all SLA’s.
* Played a key role in approving SOP; guided the team in preparing the process SOPs and reviewed them before submitting for final approval from client
* Handling team of 17 people
* Having a hawk eye on daily queue management/inventry management
* Ensuring that works get completed before dead line to meet process SLA
* Preparing mitigation plan in case we missed process SLA due to any foresee challenge
* preparing weekly, bi-weekly & monthly performance deck for Client review
* Handling Client calls for performance review, process update and issue escalation
* Handling process attrition and shrinkage
* Participating in Hiring as per process requirement
* Preparing Monthly pay for performance report of team member and initiating the monthly performance discussion with team
* Handling team conflicts and trying to create employee centric enviroment
* Working on one Cycle time reduction project

**Professional Qualifications**

* **B.com kanpur university**,in **2008**
* **M.com kanpur university** in **2010**

**Professional Trainings Attended**

* **Six Sigma Program to reduce customer complaints** & increase efficiency of team members.
* **Lean Training:** Helps making projects & presentations benefiting process in saving time & Manpower
* **Seven Habits and Even Eagle Need a Push**

**Personal Details**

Date of Birth: 10h Aug 1985

Address: Kanpur, India

Languages Known: English & Hindi

Visa Status: **Active B1/B2 US Visa**