SUMMARY

A finance shared service professional with extensive experience in leadership, working in fast paced environment and maintaining strong relations with local and international teams, clients, and stakeholders. My areas of expertise are team management, transactional processing, process improvements, compliance, and change management. I am a quick learner, with the ability to adapt to rapidly changing business situations and solve problems quickly and effectively, coupled with strong communication skills to facilitate a high level of collaboration in a team-oriented environment.

WORK EXPERIENCE

1. **August 2022 – Present**

**Project SME**

**Responsibilities**

* Manage operations of the Accounts Payable team (17 team members), ensuring that Vendor Master Data, Travel & Expense, Invoice Processing, Payments and Query processes are executed effectively and efficiently.
* Lead initiative to identify areas for improvement and documenting standard operating procedures (SOPs), in preparation for the implementation of automated P2P solution.

1. **May 2021 – June 2022**

**Transactions Lead**

**Responsibilities**

* Manage operations of the PTP team (7 team members), ensuring that Accounts Payable, Travel & Expense and Payments processes are executed effectively and efficiently.
* Support team in resolving issues, implement process improvements and standardization.
* Involvement in global project for system implementation of S4Hana, Ariba/OpenText and Pega.

**Achievements**

* Introduced new reports for AP/PO Aging and Intercompany Reconciliation to enable the team to work with markets to perform cleansing of aged items and be better prepared for data migration.
* Implemented service landscape catalogue to document processes handled in PTP and serve as a base to identify and transition other tasks from markets into the PTP team. The service landscape format was also adopted in other teams.

**Transaction Processing Lead Oct 2013 – Apr 2021**

**Responsibilities**

* Oversee the operations of Transaction Processing teams (32 team members) – covering Document Management, Master Data, Accounts Payable, Accounts Receivable, Payments and Travel & Expense.
* Maintain strong working relationships with internal and external business partners.
* Manage resource planning and ensure effective implementation of process improvement initiatives or global projects related to the Transaction Processing teams.

**Achievements**

* Successfully restructured the Document management and Accounts Payable teams, achieving 2 headcount efficiencies and improved team engagement levels.
* Led meetings and discussions with global Transaction Processing teams to align on standardized process handling and drive the required changes to MyRequest (i.e. request management system) with the project team, resulting in successful implementation of the upgraded system.
* Ensured roll-out of several global projects such as Global Quality Management, Performance Management tool, Service Management Framework, Concur and many others. Main driver to ensure smooth implementation in Transaction Processing teams, bringing about increased productivity and improved process governance.
* Ensure staff development opportunities provided to more than 10% of Transaction Processing team population every year, driving and maintaining high levels of engagement and motivation in the teams.
* During transition period of new General Manager, was responsible to represent BSC KL during leadership meetings and conference calls, ensured information was cascaded to local management team in a timely manner and drove effective decision-making.

**Transformation – Local Transition Manager & Change Agent Mar 2020 – Mar 2021**

**Responsibilities**

* Plan and execute the transition plan, which includes tracking of resources and ensuring timely achievement of each task to the newly set-up GBS delivery center in Manila.
* Ensure continuous communication and engagement with all process teams, Markets, Project Management Office, and counterparts in GBS Manila.
* Lead local change management activities.

**Achievements**

* Successfully led the BSC KL teams to manage the transition activities entirely from remote location and completing each phase as per planned timelines. This resulted in a smooth handover of operations to GBS Manila, which was acknowledged by company management, project team and GBS team.
* Established effective tracking reports and methodologies that were also adopted in the transition of other processes into GBS Manila.

**Document Management Team Lead Aug 2012 – Oct 2013**

**Responsibilities**

* Supervise the team to ensure accurate validation of incoming documents that is in accordance to respective country’s statutory requirements and corporate policies and procedures.
* Ensure employee development through coaching, performance reviews and cross-functional training.
* Monitor team performance and perform analytical reviews to identify areas of improvement.

**Achievements**

* Reorganized document handling and filing procedures to ensure documents are efficiently processed and easily tracked, resulting in reduced handling errors.
* Led the implementation of system enhancements to the vendor query handling tool resulting in improved user experience.
* Introduced new reports such as T&E cleansing report, Invoice rejection reasons and source of receipt report, and DM User Guide that resulted in more effective process handling with markets.

**Accounts Payable Team Lead Oct 2009 – Jul 2012**

**Responsibilities**

* Supervise the team to ensure invoices and payments were processed accurately, efficiently and in compliance with policies and procedures, JSOX controls.
* Continuously support team members in resolving AP related issues, implement improvements and improve process knowledge.
* Monitor team performance and perform regular assessment on workload allocation.

**Achievements**

* Identified as one of the champions for the roll-out of new Global BSC Mission and Vision statement, ensuring appropriate change management activities were carried out in BSC KL.
* Introduced AP Quick Reference Guides to document key processing requirements of respective markets, resulting in retained process knowledge within the team.
* Provide opportunities for team members to be involved in projects or short-term assignments in other process teams or roles, which brings about continuous staff development.

**Global BSC PMO Manager (short term assignment) Jul 2008 – May 2009**

**Responsibilities**

* Coordinate the work of BSC User Groups to ensure prompt delivery of Corporate/Global BSC initiatives.
* Communicate with internal and external business partners regarding Corporate/Global BSC initiatives.

**Achievements**

* Completed a 1-year assignment working in an international team, based in St. Petersburg, Russia.
* Supported the development of governance policies such as Project Management Framework, One Change Management and Responsibility Matrix.

**General Ledger Associate Oct 2006 – Sep 2009**

**Responsibilities**

* Ensure all transactional requests for Financial Accounting/Controlling/Asset Accounting are processed in line with GAAP and corporate policies and procedures.
* Prepare timely and accurate reports that support markets in their operations.
* Resolve issues or queries received from markets, recommend improvements and strengthen compliance to GAAP and corporate policies and procedures.

**Achievements**

* Provided good support to markets to help enhance their knowledge and proposed improvements to their local processes.
* With good customer service applied in daily dealings, the team’s working relation with market perceived as challenging was significantly improved.
* Participated in the successful integration of India market into SAP, provided solution to the handling of Retained Earnings to cater to India’s financial year (Apr-Mar) and prepared documentation/training materials to ensure smooth operationalization in BSC.

**Accounts Payable Associate Apr 2003 – Oct 2006**

**Responsibilities**

* Ensure timely and accurate processing of payable documents into SAP.
* Perform validation checks to ensure compliance to market statutory requirements and corporate policies and procedures.
* Perform analytical and reporting activities, focusing on open vendor balances, blocked payments, vendor statement reconciliation.

**Achievements**

* Ensured timely and accurate processing of markets assigned; also took ownership to learn and process for other markets with different complexities.
* Supported the team to better understand SAP functionality, based on previous experience in SAP ERP project.

**SAP ERP – Regional Implementer (short term assignment) Jul 2003 – Jun 2004**

**Responsibilities**

* Involve in project implementation and support activities in the area of Cash Management (Treasury & Banking).
* Review standard JTI business processes to be supported by the Global Reference Model (GRM) and ensure that markets would support the new processes.

**Achievements**

* Though unfamiliar with Cash Management processes, managed to conduct testing successfully and worked closely with core project team to develop and validate the business design and blueprint for the new SAP system.
* Completed a 1-year assignment working in an international project team.

**Finance Executive Jul 2001 – Mar 2003**

**Responsibilities**

* Handle accounts payable verification, miscellaneous accruals and prepayments, freight out, inter-company transactions, trade creditors’ reconciliation and month end closing journals.
* Prepare reports that analyzes monthly purchases for the company and its subsidiary company in Batam, Indonesia.
* Verification of monthly payroll for employees of positions ranging from officer to assistant manager, and preparation of monthly analysis of payroll movement.
* High involvement in financial year-end audits and consolidation reports to Japan head office.

EDUCATION

* Bachelor of Commerce in Accounting
* Minors in Marketing and General Business

COMPUTER EXPERIENCE

SAP (ECC, HANA), Concur, Oracle, SharePoint, Microsoft – Outlook, Word, Excel, PowerPoint, Teams, Power BI