

## SUMMARY

**Associate Vice President – Controllership Operations (AP/AR/Analytics)**

**Key Responsibility:** Leading A/P and A/R verticals for two operating companies Mercer and Oliver Wyman, supporting 3 regions and 24 countries. Managing three Mercer locations – Gurgaon, Faridabad and Noida

## KEY AREAS OF EXPERTISE

- |                          |                          |                      |
|--------------------------|--------------------------|----------------------|
| - Critical Thinking      | - Operational Excellence | - Data Analytics     |
| - Transitions Management | - Communication          | - Risk Management    |
| - Time Management        | - People Leader          | - Project Management |

## WORK EXPERIENCE

**Mercer India Private Limited, Gurgaon**

Sept '08 onwards

**January 2013 till now – F&A Ops leading AP, AR and Data Analytics**

Profile in AP include: Invoice processing and validation, employee claims audit, Supplier set up and maintenance, disbursement

Profile in AR include: Billing code set up and maintenance, Debt chase, cash application

Built and operate high impact business analytics for F&A Operations for AP/AR/GL/Data Maintenance

**Projects currently managed:** Black belt project on AP standardization, Global Business dashboard

**September 2008 till January 2013 – Finance Operations (Client)** bank reconciliation, cash book accounting, Insurance administration, DC/DB administration, Fund accounts

### **Key Tasks Handled:**

- **Process Improvement** Initiatives using six sigma methodologies and realize efficiency. Worked on projects like reduction in processing time, cross training on common jobs and creating synergies
- **Transitions Management:** Managed multiple transitions both Onshore and remote
- **Operational Excellence:** Effective Resource Utilization, improved quality delivery
- **Hiring Management:** Hired the right people to manage retention and development of employees
- Ensured compliance to Standard Operating Procedures (SOP), SLA & SOW and ensuring no financial penalty is levied to the company due to service standard miss across process delivery
- Ensure company's compliance requirements are met, manage client and corporate audits
- Maintain **high client satisfaction**, ensuring timely resolution of customer issues
- Maintain **high employee satisfaction** and survey scores. Sustain colleague retention with focus on key talent retention. Performance management, mentoring, career development, recognition, managing people issues like shift problems, profile mismatch, job rotation, job enrichment, new assignments, disciplinary actions against non performing employees

**Patni Computers, Noida**

May '07 to Aug '08

**Last Position held:** **Senior Manager Operations (Mercer Account)**

Managed Mercer account under BOT (bought, operate, transfer) model, later transferred to Mercer India.

**American Express India (Private) Limited, Gurgaon**

June '01 to April '07

**Last Position held:** Manager – Global Reporting (FPNA)  
**Department:** **Business Planning and Management reporting**  
**Markets managed:** Latin Americas, Canada, US, JAPA Region  
**Transitions handled:** Month end accounting and Management Reporting for US and JAPA region

**Key Tasks Handled:**

- Budgeting / Forecasting – Budgets / rolling forecasts / monthly prediction for P&L and business drivers
- Management reporting – Monthly close of management books, prepare and present monthly report card of P&L results to the management including a detailed variance analysis
- Cost Centre reports, Headcount reports, Direct Expenses reports for Business Finance
- Providing deep-dive analysis to the business partners to manage risks and opportunities in the P&L
- Project Management - process improvement initiatives and global projects using six sigma methodology

**Earlier Department:** **Financial Accounting**

**Key Tasks Handled:**

- Month end accounting activities as per US GAAP standards : booking Direct Opex, Inter-company charge-outs, accruals, provisions, fixed assets accounting, finalization of trial balance
- Vendors management – Vendors invoice booking, payments, vendors account reconciliation
- Monthly reconciliation Balance Sheet Accounts for reporting to Market Controllers

**Leo Burnett (India) Private Limited, New Delhi**

May '00 to May '01

**Last Position held:** Senior Accounts Executive

**Key Tasks Handled:** Month close, preparation, finalization and scrutiny of Monthly Trial Balance, Profit & Loss Account and Balance Sheet, AP/AR reconciliation

**RSM & Co. (Ratan S Mama) Chartered Accountants**

May '97 to Apr '00

**Last Position Held:** Audit Assistant

**Key Tasks Handled:** Manage statutory and internal audits for large number of companies like HDFC, Seagram, Escorts, FCI and Taj Group of Hotels

**EDUCATION QUALIFICATION**

- Certification in IFRS from Association of Chartered Certified Accountants (ACCA), UK, March '11
- MBA (Finance) - IIFT (Indian Institute of Foreign Trade), New Delhi, March '05
- Accounting Technician (CA Intermediate) – ICAI, May '99
- B.Com (Honors) – Delhi University, May '97