

Deepika Singh

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Seeking middle to senior level assignments in Process & Operations Management with a leading organization of repute in Banking, Finance, Insurance & Healthcare vertical preferably in Delhi/Gurgaon/Noida

Profile Summary

- A competent professional with 9+ years of experience in :
 - ~Operations Management
 - ~Process Management
 - ~Team Management
 - ~Client Relationship Management
 - ~Attrition Management
 - ~SOP Documentation
- An out-of-the-box thinker with proven track record of establishing processes, SOP's, streamlining workflow and creating team work environment to enhance productivity innovatively.
- Well versed with Accounts Payables, Accounts receivable, Procurement, Reinsurance accounting.
- Demonstrated experience in the practical implementation of detailed project plan of Accounts Payable, Accounts Receivable, Procurement transitioned as part of the pilot batch , creation of detailed process documentation including risk mitigation documentation
- Excellent interpersonal skills with problem solving, logical thinking and analytical abilities

Core Competencies

- Mapping client's requirements and coordinating, developing and implementing processes in line with guidelines
- Monitoring the overall functioning of the processes, identifying improvement areas and implementing adequate measures to maximize client satisfaction level
- Preparing MIS reports as per SLA with a view to apprise management of the process operations and assist in critical decision – making process
- Assessing the client feedback, evaluating areas of improvements and providing critical feedback to the associates/developers on improvements in quality and service standards aligned to the company's objectives

Projects / OJT undertaken onsite

Year	OJT/Project	Client	Summary
March 2011	Accounts Receivables (Cash application)	Pharmaceutical client	• Created Process Maps, standard operating procedures workbook on client site in conjunction with the client SME • Obtained sign off as part of Knowledge Transfer • Conducted the Pilot phase – training of agents and obtained sign off for go live • Cleared the Onshore process knowledge test and received certification in the activities • Managed the SLA, Quality metrics for the transfer
January 2012	Accounts Payable & Travel & Expense Knowledge transfer	Insurance & Banking client	
March 2014	Reinsurance Accounting	Insurance company	
Sep 2017	Procurement	Insurance company	
Jun2019	Procurement	Insurance company	

Organizational Experience

EXL Services	Role – Asst. Manager Operations
Year – Aug 2017 to till now	Team -Procurement

Manage delivery and execution of Procurement Operations in various areas driving procurement cost reduction initiatives, conducting spend analytics, contract and compliance analytics, category profiling and opportunity identification, procurement risk analysis and supplier performance assessment. Provide subject matter expertise in Sourcing & Procurement for shaping and delivery of the deals.

- Follow up with finance for clearing the vendor outstanding payment, Making Necessary in vendor code as per the requirement of Vendor after receiving the relevant supporting Documents
- Taking care of New supplier enablement, No po invoices, Invoice reconciliation, Licensing.
- Adding new Potential Vendors to the Existing Vendor Data Base.
- Responsible for people management and stakeholder management.
- Manage all escalations at the first level.
- Provide subject matter expertise and guidance for all processes under his/her scope.
- Primary ownership to deliver all KPIs and SLAs as agreed with client.
- Identify performance issues and address the issues with the help of respective teams.
- Manage resources optimally to make sure deliverables are not impacted.
- Support improvement of Process Efficiencies.
- Service delivery models (staffing, organization/governance structures, pricing), Process controls, Process Key Performance Indicators (KPIs), Service Level Agreements (SLAs), ability to arrive at transformation roadmaps for clients, high level understanding of RPA.

AIG Analytics	Role - Junior Manager Operations
Year – Feb 2014 to Dec 2015	Team - Procurement

Key Result areas:

- Handled – 5 Direct reports and planning/implementing short- and long-term plans for attainment of process objectives with the process leader.
- Supervising end-to-end activities connected with the processes to ensure optimal efficiency
- Analyzing team's performance and providing valuable feedback, charting out plans for improvement in quality and service standards aligned to the company's objectives
- MIS reporting, client dashboards, visual management, conduct and participate in weekly/monthly governance calls
- People management - conducting employee One on Ones, yearly appraisal, capacity planning in accordance to attrition
- Drive and support capability development through learning and development initiatives
- Drive projects in conjunction with client to drive operational efficiency and drive user behavior as per the Group procure to pay
- Updating and management of Standard operating procedures and obtaining client sign off as per the governance mechanism
- Ensure compliance with internal policies and procedures, external regulations and information security standard
- Offshore point of contact for all issues and escalations and providing timely and effective resolution

- Ensure timely payment to vendors and resolve their queries.

GENPACT	Role - Subject Matter Expert / Process Developer
Year – Feb 2011 –Feb 2014	Team - Accounts Payable, Accounts Receivable and Travel & Expense

Key Result areas:

- Handled a team of 5 with 4 Direct reports and certified as a trainer for AP, AR & T&E by client
- Handled the below activities and conducted training for team members on the below: -
 - Accounts Payable – PO / NON-PO invoice, EDI Spreadsheets, Claim Invoices, Payment Runs, AP Helpdesk, Foreign currency invoices, Vendor Management – Set ups, modification and audit
 - Accounts Receivable - Invoice creation, Credit note creation, Cash application, Helpdesk, Aging Analysis
 - Travel & Entertainment – Helpdesk, I expense user set up in Oracle, Corporate Card approval, running reports & reporting outstanding / Un-reconciled I expense reports, Cab charge EDI template creation for payment, Cab charge helpdesk , E-tickets/Card issuance and updating in TMS
- AP Bank Account & AMEX reconciliation.
- Handling the approval workflow of NON-PO invoices and Quality check of PO invoices processed and Helpdesk emails
- Handling of escalations/exceptions, resolving and communicating the same to clients
- Conduct and participate in weekly governance calls
- MIS reporting on weekly/monthly SLA, highlighting the business hits, misses, challenges & action plan, identify areas to improve and implement measures to improve performance levels and meet objectives
- People management and conducting 1-on-1 sessions to share operational and professional feedback
- Overseeing the training/cross training of team members and monitoring the learning curve
- Creation, updating and management of Standard operating procedures and obtaining client sign off.

TCS	Role – Senior Process Associate
Year – Sep 2010 –Feb 2011	Team – Investment Banking

Key Result areas:

- Hired for Investment banking process, involved in pre-process trainings.

Hewett Packard(HP)	Role –Process Associate
Year – Dec 2008 –Aug 2009	Team – Accounts Receivables

Key Result areas:

- Managing daily Ledger maintenance and Missing balance report. Follow up, collection and allocation of payments.
- Monitoring customer account details for non-payments, delayed payments and other irregularities. Maintain accounts receivables customer files. Communicating with customers via phone, email, mail or personally accessing receipts, cash etc.
- Prepare bank deposits. Investigate and resolve customer queries. Process adjustments.
- Contacting departments via e-mails & calls for clearance of open items, resolving process escalations and ensure timely resolution
- Handled knowledge transfers for new reconciliations work type via WEBEX SESSION, training of new hires and monitoring the learning curve, creation and updating of Standard operating procedures
- Conduct and participate in weekly Bank Recs Con calls and MIS reporting on - weekly/monthly open items with \$ exposure, aging analysis, team's operational performance, identify areas and implement measures to improve performance levels and meet objectives.

Money land financial services	Role - Process Associate
Year – July 2007 –Dec 2008	Team – Reconciliations

Key Result areas:

- Daily Ledger maintenance and Missing balance report - daily reconciliation and management of unreconciled positions for the cash reconciliation position of a number of bank accounts
- Client contact – contacting departments via e-mails & calls for clearance of open items on Bank Recs.
- Telegraphic Transfers/Wired to external institutional clients and online transfers of funds between product accounts

Awards & Achievements

- Lean Trained and certified
- Awarded Lean Ace Certification – for Best lean among Top 3 filed and implemented
- Awarded for successful AP business Transition with zero miss

Academic & Professional development

- MBA- IBMT Bangalore
- MDU -Bachelor of Commerce
- CBSE Board -10 +2 commerce
- Microsoft Office proficient, Vendor Master, SAPAriba, EP1, R3P E-expense, PeopleSoft working knowledge.

Other courses/Training/Workshops

- Managerial Skills – Team Building Essentials, Influencing Skills, Presentation Skills, Conflict Management skills, GOAL Setting, Time management, Steps to Personal Mastery, Business Etiquette
- Quality - Lean training

Personal details

Date of Birth : 05 Nov, 1986
Sex : Female
Languages Known : English, Hindi
Visa : USA visa for 10 years
Hobbies : Listening to music

Declaration

I hereby declare that all statements made herein are true to the best of my knowledge and belief.

Place: New Delhi

Date

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