**VIPIN**

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**O2C & P2P ANALYST (ORDER MANAGEMENT & P2P ACCOUNT PAYBLE)**

Offering 9+ years of experience

**PROFILE & STRENGTHS**

* Competent, diligent & result oriented professional, offering **8 years** of exposure across **Order Management (SAP), Client Servicing, Service Delivery, Documentation, MIS** and **Liaison & Coordination**.
* Adept at formulating & implementing strategies to track flaws, and drawing inputs to realign tactics/strategies to increase productivity while keeping a check on team’s **KPIs**; thereby ensuring strict adherence to **SLAs** & **KPI**.
* Proven expertise in **Process Documentation**&**Communication** of requirements into technical/non-technical specifications, data analysis, generating MIS reports; planning and managing work programs and trainings and to lead, motivate and provide effective guidance to a team of professional for **Process Stabilization**.
* Motivated and goal driven SME with strong work ethics, continuously striving for improvement coupled with excellent Administrative aptitude and the commitment to offer quality work

**Core Competencies**

⬩Client Servicing ⬩SAP (SD) Order Management ⬩ Service Delivery ⬩ MIS & Data Analysis ⬩ Strong Interpersonal Skills ⬩

⬩ Sharp Analytical Skills ⬩ Liaison & Coordination ⬩

**PROFESSIONAL EXPERIENCE**

**Jan 2014 – Till date**

**ACCENTURE SERVICES PVT LTD., NOIDA**

**Working with Accenture Services Pvt Ltd - from June 2012 till date and job profile is entailed below:-**

**Domain- P2P Accounts Payable**

**Designation - Financial Acct Advisory Analyst**

* Lead KT for Invoice Processing.
* Taking care of INR P2P operation.
* Lead monthly governance call with client for invoice processing.
* Handling invoice/expense accrual activity for AP.
* Resolving queries related to GL and Tax.
* Handling process for custom payment to Indian Government.
* Monitoring SLA & KPI for AP.
* Spearheading effort across managing workflow in Order Management Business of Boston Scientific, catering services to European countries.
* Adroitly managing the preparation of various kinds of reports, viz., RCA (root cause analysis report) on the Incident Portal, Monthly productivity & accuracy report, preparing monthly operations meeting presentation for Nordics etc.
* Overseeing Weekly Status Calls, Monthly Governance Calls along with due diligence on Daily Service Deliveries.
* Diligently coordinated with onshore clients & counterparts to provide assistance on various account/traffic/technology related issues.
* Involve in Inventory Management and Order Processing (Supply Chain Management) for Boston Scientific. Reconciliation of inventories and coordinating with territory managers assigned locally in UK and Nordics for quarterly physical inventory counting.
* Adeptly attending the regular status calls with the GBS Line Manager; arranging meetings with onsite managers on a regular basis to assist and influence in making informed recommendations.
* Pioneered efforts across effectively performing the regular Quality checks, sending the analysis to the client and management. Ensuring that processes and procedures are documented for all services contracts and are available for BSC to refer to.
* Motivated and goal driven team member with strong work ethics, continuously striving for improvement coupled with excellent Administrative aptitude and the commitment to offer quality work
* Encompassed Knowledge Transfer (KT) to new hires in the department. Generation and distribution of database samples for the monthly repository quality checks.

**NEW BRIGHT ELECTRICALS, GURGAON Jan 2013 - Jan 2014**

**Administrator**

* Handled Technical Queries related to installation of EUBIQ.
* Made drawing in AUTOCAD.
* Drove efforts across managing quotations, billing & dispatching.

**AL-SABAH & KOHLI GENERAL TRADING AND CONTRACTING CO WLL, KUWAIT Mar 2011 - Feb 2012**

**Administrator**

* Crestron Control System Programmer
* AMX Control System Programmer

**CPWD (Central Public Works Department), NEW DELHI**

**Technical Support Executive (OC, COMMONWEALTH GAMES DELHI 2010)**

* Proficiently worked with the core group of Organizing Committee CWG 2010, responsible for Handling Technical queries and provided technical assistance and liaison with various departments of CWG2010.
* Profoundly created and sustained a dynamic environment for established identity of CPWD officials, facilitated their police verification and technologically controlling their access rights at the Games times.

**ACADEMIC & PROFESSIONAL CREDENTIALS**

**Autocad Designing (2D) from**

Cadd Center (Pitam Pura, Delhi)

**Master of Computer Application in 2011**

Punjab Technical University (Jalandhar)

**Bachelor’s Degree in Computer Application in 2008**

Punjab Technical University (Jalandhar)

**Computer Proficiency**

Application: Windows 98, Windows 2000, Windows XP, Vista, 7 & 8

SAP (SD Module): Sales Order/Sales Returns/Consignments/Back Order/Master Data/Shipping etc.

Designing: Macromedia flash 8, Dreamweaver Photoshop, CorelDraw

Hardware: Networking, repairing, assembling PC & troubleshooting

**Trainings:**

* Completed Supply chain domain training at Accenture Services Pvt. Ltd. In 2015 Feb.
* Completed training from Crestron Electronics in Dubai for 2 weeks in 2011.

**Date of Birth:** 19th January, 1988

**References:** Available on request.