**R Jaya Roshan Prabhu**  **Email:** [**jroshan85@gmail.com**](mailto:jroshan85@gmail.com)

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**In pursuit of senior positions in Operations / Process Management, Client servicing with a frontline organisation of repute.**

***EXECUTIVE SUMMARY***

* A competent professional with 13.5 years of experience,inclusive of:
* Experience in Operations, Process Transitioning & Management, Client Servicing, Training & Development
* Currently designated as **Team Manager with Capgemini Business Services (India) Ltd**
* Proficient at managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence.
* Identify **opportunity for automation** & Liaising with the Delivery Excellence team for implementing automation tool into the Engagement. Over 5 process accessed and converted to **Robotic process Automation** by partnering with DEX to provide technological Solution to the Client.
* Deftness in monitoring delivery of high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs and work processes and thus managing cost-effective operations.
* Domain knowledge in the field of Finance, Accounting and with specialization in **GL & Intercompany, Payroll, AP & Procurement**
* Hold practical experience of working on **S4 Hana**, SAP ECC, Oracle 11i, Oracle R12, Unipay, Movex, and System 21 & Ellipse
* Possess proactive attitude, deep understanding of the business and capacity to identify client requirements and provide them with the desired results. Excellent interpersonal, communication and organizational skills, exceptional problem-solving abilities in team management and customer relationship management.

***KEY DELIVERABLES ACROSS ASSIGNMENTS***

Operations Management

* Maintaining high discipline and norm adherence, coordinating with superiors for cross trainings and innovative suggestions to improve operational functioning.
* Coordinating with seniors for providing inputs for process control & ensuring end to end complaint resolution.
* Sustaining a harmonious environment, encouraging associates to voice their opinions.

Client Servicing

* Initiating and sustaining efforts for bettering Customer Satisfaction scores through regular relationship calls by providing regular update on change/new Policies to employees & customers.
* Providing effective resolution to customer queries and improving relationships with the customer by anticipating customer future requirements, thereby ensuring a positive customer experience.

Process Transition / Enhancement **-RPA**

* Monitoring overall functioning of processes, identifying improvement areas, and implementing adequate measures to maximize customer satisfaction level.
* Disseminating information to Team Members, leads through Team Huddles & drive the mentoring initiatives to increase knowledge and subsequent productivity.
* Exposure to RPA platforms to analyze, create, check POC/ PDD/ SDD documents along with developers to create BOT and ensure the process runs in a robotic way
* Ideas generated and completed to the tune of **€46K** since 2019 till 2021

***CAREER HIGHLIGHTS***

**Since Apr’16 with Capgemini Business Services India Ltd, Chennai as Team Manager**

**Role Description & Accomplishments:**

* Managing end to end GL & Financial Accounting activities with a 9 FTE team.
* Monitor the process performance – Improve and sustain the performance metrics to meet/exceed the SLA and to be always SOX compliant
* Managing Month End Closure activities - Responsible for Close Management Process Accruals, Prepayment and Cost Allocation
* Responsible for reviewing and approving Balance sheet reconciliations on a timely manner
* Responsible for validation of Journals in terms of accuracy.
* Responsible for periodical DTP reviews and update.
* Analysis and provide insights for the Balance sheet movement to the respective Line of Business Responsible for analysing and ensuring the expenses are transferred to the Profit and Loss Account under the appropriate GL account and Cost centres in the respective period before the Books Close
* Analyse and resolve the **aged and un-reconciled ledger postings** by following up within the persons responsible within IBM, Business units and Line of Business.
* Weekly/Monthly governance calls on process health & target area with the customer – Discuss process dashboards and focus area with the customer

**Projects driven:**

* Worked on various Ideas and projects to fully achieve Competitive targets set for R2R during 2019 – 21
* Target achieved in 2019 – €**6,668**
* Target achieved in 2020 – €**15,582**
* Target achieved in 2021 – €**23,369**
* Closely worked with IA [Intelligent automation] team to automate couple of non-standard process and reports – Efficient VA services
* Played a key role in EST implementation. Travelled to Australia for a short-term assignment and knowledge transfer on S4 Hana Implementation in the year 2020
* Prepared a detailed FMEA template for General Ledger process. Identified nut and bolts of failures that will impact the process through Risk priority numbers and action recommended to overcome the occurrences.

**Travel to Australia (Melbourne/Sydney)**

* Transitioned the End to End General Accounting Processes to India from Melbourne and Sydney for the period of 8 Weeks in 2018 FY
* Handled by 14 FTE’s in the Australia – Successfully reduced to 6 FTE’s upon Transition to Chennai

**Achievements & Accolades:**

* Achieved the best team award for Q4 2016.
* Awarded for the “Outstanding Contribution in Delivery” for the period Jul’18 to Dec’18.
* Chief Financial Officer (CFO) EnergyAustralia presented an award for investigating and reconciling the 2 most complex reconciliation in the H1 2019.

**Dec’14 – Apr’16 with IBM India Limited, Chennai as Operation Lead**

**Role Description & Accomplishments:**

* Managing end to end GL & Intercompany activities for Dubai & Egypt with a 4 FTE team.
* Responsible for preparing Intercompany schedule/ Balance Confirmation reports/ Preparation of G&A reports with nil variance in Trial Balance.
* Responsible for recording and reporting the Intercompany dealings and financial transactions and prepare the Root cause analysis report to identify the cause of OOB and action the open items in the Dubai Financials by effective communication with Business areas across sectors and with the Intercompany Vendors.
* Responsible for recording Accruals for various expense head based on the estimate received and ensure that all the expenses incurred are either booked or accrued in the financials for that particular period.
* Responsible for analyzing and ensuring the expenses are transferred to the Profit and Loss Account under the appropriate GL account and Cost centers in the respective period before the Books Close.

* Responsible for Preparation of Variance Analysis Report & Trend Analysis Chart.
* Weekly governance calls on process health & target areas with the customer – Discuss process dashboards and focus areas with the customer.

**Achievements & Accolades:**

* Won R&R Award for the 2nd Quarter of 2015 for clearing the Un-reconciled ageing vendor Line items and bringing the OOB condition to almost nil with 66 active IC vendors out of 75 IC vendors.
* Recognized as Best Individual Contributor by the Client and the Management for closing the year end Books Close during Nov’15 & Dec’15.

**Oct’11 – Mar’14 with Al-Majal International, Doha Qatar as Senior Payroll Officer**

**Role Description & Accomplishments:**

* Manage End to End Payroll and Reporting activities as a single point of Contact for the Intercompany.
* Responsible for bringing various control segments in the process by implementing Control trackers for Management Report.
* Responsible for end-to-end process mapping, Standard operating procedures, for payroll with the best-in-class metrics.
* Responsible for formulating the HR Policies and procedures along with PRO’s and Finance Manager
* Responsible for handling the Internal and External Audits and Sign Off.

**Achievements & Accolades**

* Played a detailed Role in supporting the Functional Consultants for Implementing Oracle HRMS model.
* Individual Contribution to Open 1000 Bank Accounts for Staff & Labours from the leading Bank in Qatar

***Experience Summary***

**STERIA (Xansa) INDIA LTD, CHENNAI Nov’10 to Oct’11**

**Process Officer** for a Global media player based in UK

* Creating the Purchase orders for the purchase requisitions raised by the client
* Assisting the team in resolving complex process/technical problems there by

ensuring that the PO’s are dispatched smoothly.

* Ensuring the daily Volumes are completed – Variant Management

**Achievements & Accolades**

* Promoted to Process Officer in appreciation of my contribution in stabilizing the Process.
* Won the Star Performer Award for the 1st Quarter 2010.
* Responsible for downloading the procurement process from the client by performing

Remote KA using MS Office Live Net Meeting for 3 Weeks.

**STERIA (Xansa) INDIA LTD, CHENNAI Aug’09 to Nov’10**

**Senior Process Executive** for a Global media player based in UK

* One Bill Process/Consolidated Invoicing Process
* Resolving Dairy Queue by updating and creating vendor in the vendor database
* GRNI Write off process

**Travel to UK**

* Transitioned the End to End Accounts Payable Sub Processes (High End) to India from Central London, UK for the period of 8 Weeks.
* Handled by 8 FTE’s in the UK – Successfully reduced to 4.2 FTE’s upon Transition to Chennai

**STERIA (Xansa) INDIA LTD, CHENNAI Apr’07 to Aug’09**

**Process Associate** for a Global media Player in UK

Expense Management & Non-Continuing Allowance (Payroll)

* Processing the expense claims/ Timesheets of the Clients after analysing the compliance

criteria and Policies as agreed with client to pay the Claims/Overtime during every payroll close

# *ACADEMIC QULAIFICATION:*

* HSC, Vivekananda Vidhyalaya C.B.S.E, 2003 (70%)
* Bachelor of Commerce from University of Madras, 2003-2006 (75%)
* Completed Advanced Diploma in Computer Application, 2006 (68%)
* Pursuing E MBA (Human Recourse) in a reputed educational Organization (International Medium)

***PERSONAL DETAILS***

* Date of Birth : 2nd March 1985
* Languages : English, Hindi, Tamil, Malayalam
* Marital Status : Married
* Passport : R6282916 (Valid till 20-11-2027)