Ashish Garg

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Motivated team player eager to contribute dynamic customer service, supervisory, team building, and organizational skills towards supporting the objectives of an organization that rewards reliability and dedication with opportunities for professional growth.

12 years of Experience in the area of:

- A Competent professional with Proficiency in streamlining business defining continuous improvement process, accelerating employee's strength and imparting training for the improvement of the operational process.
- Expertise in mapping business requirement and coordinating in developing and implementing processes in line with the present guidelines.
- Adept in implementing procedure to facilitate a high-quality customer experience, while adhering to the SLA within TAT.
- Adeptness in providing guidance and leadership to colleague in accordance with specified program objectives.

PROFESSIONAL EXPERIENCE

GENPACT INDIA Pvt. Ltd, **Jaipur**
Assistant Manager (Role effective from September 2024) *June 2024–21 June 2025*
for Accounts Payable (ANZ – APAC Region)

- **Led the transition** of a new financial process/project, from initial planning and development through to successful Go Live, ensuring alignment with business objectives and stakeholder expectations.
- Actively engaged in Knowledge Transfer (KT) sessions and training initiatives, facilitating smooth integration into a high-performing finance team.
- Developed and documented Standard Operating Procedures (SOPs) for invoice processing and payment workflows, enhancing efficiency and standardization across the department.
- **Managed the end-to-end invoice processing lifecycle**, ensuring accurate validation, approval, vendor reconciliations and payments through various platforms.
- Executed payment reconciliations utilizing SAP ERP and SAP NH3 systems, ensuring compliance and accuracy in financial reporting.
- Optimize Created **Daily Allocation reports** to effectively distribute resources and manage financial transactions, contributing to improved cash flow management.
- Compiled **Control Account Reports** to verify and reconcile account balances, ensuring integrity in financial records.
- Generated **Aging Reports** to monitor outstanding receivables, facilitating timely follow-up on overdue accounts.
- Managed **Debit Balance** accounts to identify discrepancies and resolve outstanding issues, contributing to overall financial health.
- Processed **Manual Payments**, ensuring accurate and timely execution in response to vendor or client needs.
- Optimized invoice processing through MyInvoice (OCR) for efficient data extraction and reduced manual errors.
- Coordinated payment transactions across multiple banking platforms, including ANZ, MUFG, and BNPP, ensuring timely processing and resolution of discrepancies.
- Collaborated with internal teams and external vendors to address inquiries related to invoice discrepancies and enhance overall service delivery.
- **Initiated and Optimized SAP workflow for routing invoice-related issues**, streamlining resolution processes, reducing processing times, enhancing accountability, and minimizing disruptions to improve overall service quality.
- Conducted training sessions for team members on invoice management tools, enhancing their technical skills and improving operational efficiency.
- Conducted training sessions for team members on invoice management tools, enhancing their technical skills and improving operational efficiency.
- Acted as a key point of contact for resolving complex invoice-related issues, ensuring minimal disruption to service delivery.

GENPACT INDIA Pvt. Ltd, **Jaipur**
Management Trainee (SME) for Accounts Payable (T&E – Card Program) *April 2022–May 2024*

- Handled T&E process for a Global client.
- Developing team members by managing performance, setting goals, providing ongoing training, and maintaining strong employee relationships.
- Handling & managing 3 teams in T&E process – Expense Compliance, P-Card (Purchase Card) & F-Card (Fuel Card). Responsibilities included for all 3 teams such as;

- A single point of contact for management reporting and customer inquiries.
- Reviews a variety of expense report formats to ensure proper reporting in accordance with agreed-upon SLAs and T&E standards, as well as to confirm accuracy and completion of supporting documentation before processing.
- Validate receipts and expenses submitted for reimbursement vs SOP expenses limit for all type of expenses Credit Card, Purchase Card and Cash payment.
- Validate receipts, expenses details against attached documents submitted with expenses showing in ERP tool for all type of expenses, such as: Amex/Barclay card, Out of Pocket, Purchase Card, Advance Payment.
- Weekly MIS on claim settled and claim under Query with ageing
- Perform activities for Corporate card program processes; issuing new or replacement of corporate cards, send Monitor delinquencies, terminations, card limit increase, etc.
- Create and maintain SOPs for end-to-end T&E processes.
- Responsible for continuous improvement of processes

- Cross trained in vendor setup process and help the team during volume surge.
- Cross-trained and regularly assists the global (EMEA, NA, and APAC) helpdesk team as an auditor.
- Worked in the capacity of process trainer & responsible for upskilling new hires on the process.
- Performing daily internal audit to ensure all Invoices, queries & activities are balanced as per the guidelines.
- Review and process Non-PO invoices along with providing the resolutions for the invoices and releasing the invoices for Payment and resolve all vendor queries and requests coming via e-mails / Tickets within the agreed SLA
- Practical experience with ERP Tools, such as SAP Concur, Oracle Fusion, and Oracle R12

GENPACT INDIA Pvt. Ltd **Jaipur**
Process Developer (SME) for Accounts Receivable (Credit Integration – Proposal Creation) *11 March 2019 – March 2022*

- Keeping a track of customer record such as (Customer Documents, Equipment Invoices) Doing Lease Origination for Hitachi Capital Canada wherein evaluating the customer credit and verifying the various documents such as Credit Score, Criminal Record and Past NSF (Non-Sufficient Funds) on various searching tools.
- Building Vendor Set-Up Profile termed as Vendor Creation in System and verifying Vendor authenticity by business provided Tools and sending the feedback to Credit Team to help them in making the decision on any suspicious activity.
- Keeping a track of Vendor Inventory which aids business to identify Vendors for particular assets to be dealt in.
- Communicating with clients on behalf of Team if any process related queries arising and framing those concerns to explain to onshore Team and getting the resolution for the Team
- Training New Team members about the process. Conducting Knowledge Test check and explaining basic concepts.

GENPACT INDIA Pvt. Ltd, **Jaipur**
Process Developer (SME) for Accounts Receivable (Booking & Funding) *Aug 2011–Sep 2017*

Team Operations:

- Ensuring meeting of team and individual targets and managing Implementing changes in the procedure to maintain consistent high quality of service
- Planning and providing on-floor training to the agents.

- Keeping a track of team member's performance and attendance.
- Playing important role in preparing new hire policies with the HR department in every quarter.
- Fund & book the deals for Vendor to start Billing & invoicing to customer.
- While Funding we ensure the quality Preparation of Cheque.
- Disbursement of amount directly to the vendor via (Wire FedEx, ACH)
- Later on booking the deal in Mainframe to generate yield and to start the billing to the customer.
- Applying the advance vouchers to the open items (i.e. advance, security deposits, and taxes.)
- Auditing the deals to ensure the quality work and correct amount of rental is being mentioned for billing.
- New platform implementation & Pre-Go Live Testing.

Client Servicing

- Managing service operations for rendering and achieving quality services & resolving their issues with respect to payment, wrong payment correction and adjustments regarding Invoices and applying Vouchers for wrong placement of Upgrade and SAF amount.
- Setting out quality standards for various operational areas, ensuring a high – quality customer experience, while adhering to the SLAs and work processes.
- Assessing customer feedback, evaluating areas of improvements & providing feedbacks to associates on improvements and achieving customer satisfaction matrices.
- monthly review meeting to discuss and improve the present situation of work
- Re-Booking process as per client requirement.

As a Part Time Trainer

- Conducting and presenting various introduction for all new hires in entire shop (60 members):
    - Business overview for all new hires in entire shop (60 members)
    - Corporate policies & basic hygiene introduction.
- Conduction Tollgates assessments. Establish and define the structure of the learning context:
    - Sense needs of the trainees on an individual basis and as a group
    - Plan learning context and experiences
    - Establish the length of training, size of group, number of hours and sessions
    - Bring into focus the relationship between the training content and thetrainees' day-today caregiving role.
    - Facilitate the integration of content with the knowledge and experience ofthe trainees.
- Observe and track learning progress:
    - Check in with training participants on an ongoing basis
    - Note quality of discussion and other contributions by trainees
    - Review written material of training participants
- Handling & conduction PKT (Process Knowledge Test) on monthly Basis for entire shop.
- Responsible to activate all access for new hires.

EDUCATION

University of Technology (UOT) – June 2023
Master of Business Administration (Finance & HR),

Maharaj Vinayak Global University (MVGU) – June 2018
B. Com

Notable Credits

- Won Gold Team Award winner for showing Great Performance in time of scarce Human Resource & High Work volume.
- Won multiple Bronze Awards for exemplary performance in maintaining process accuracy, customer relations, and for churning highest volume.
- Won Spot cheers awards for deliver accuracy & churning good numbers in production as a new team player.

Certification at Work

- Lean Trained & Lean Certified (7 Star).
- Essential Facilitation Skills (TTT L-1)
- Essential Communication Skills.

Strengths

- Capacity to work hard in order to meet the stipulated.
- Hard working & punctual.
- Sense of responsibility and able to establish effective priorities.

Personal Details

- Father's Name : Lt. Mr. Anand Prakash Garg
- Mother's Name : Mrs. Usha Garg
- Date of Birth : 14th May 1989
- Nationality : Indian

Declaration

I hereby declare that aforesaid are authentic to the best of my knowledge and belief.

Place: Jaipur **Ashish Garg**