**VIJAY NILKANTH PHADKE**

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**BUSINESS ANALYST| DATA ANALYST | PROJECT MANAGEMENT|VENDOR MANAGEMENT|P2P|O2C|ORDER MANAGEMENT|SOX CONTROL & COMPLIANCE**

**SNAPSHOT**



Diligent Data and Business analyst with over 10+ years of experience in Finance, IT, Logistics, Aviation and Telecom domains. Highly analytical and process-oriented project coordinator with in-depth knowledge of database types; research methodologies; and data capture, formatting, manipulation and visualization. Furnish insights, analytics and business intelligence used to advance opportunity identification, process reengineering and corporate growth. Skilled in **Excel, VISIO,MS Project, MS Access, , Business Excellence, Tableau, Salesforce, ITIL V4, Basic SQL**. Excellent in using tools such - **SAP, JIRA, Salesforce, TRACE, Siebel, MBS, SFS, FOX**. Creative in finding and executing new solutions to bring efficiency in the process. Expert at providing realistic projections and establishing various scenarios to determine viable process strategies to utilize. Expert in managing a large team, motivating the team members, conducting the training and providing floor support. An effective communicator with strong coordination and problem-solving skills.

**DOMAIN: Telecom, Finance, IT, Aviation, Utility (Gas), Shipping & Logistics**



**COMPETENCIES COVERS**



Project Management Business Analysis Ms Access VBA O2C

Data Analysis Presales Ms Excel  ITIL V4 QMS Audits

Data Modelling P2P P2P Salesforce PMO

Vendor Management Basic SQL Tableau MIS Reporting Networking

Field Mapping BI Portals SAP JIRA Control & Compliance

**COMPANIES SERVED**



**Sep’18 - 2nd Dec 2019 WNS Global Services Assistant Manager (Project Management)**

**Domain – Telecom & Aviation**

* Responsible to assist the Regional Supply Managers & Directors by sharing various financial and performance reports on weekly & monthly basis.
* Data Mining and Data Modeling of huge set of data from multiple databases such as JIRA, Salesforce etc.
* Creation of reports and dashboard in multiple tools such as Excel, Power Bi, Tableau, etc.
* Vendor Management through handling the scenarios of Merger, Acquisition and Divestiture
* Reviewing Vendor Contracts, SLAs, SOWs and MSAs. Consult legal and other teams for any modification in the draft.
* Actively engaged in Presales activity of the supplier onboarding, service designing, RFP
* Instrumental in handling & auditing the SOW, MSA, Invoices & PO of telecom suppliers.
* Manage, rectify and maintain multiple databases such as JIRA, ORACLE SFS, etc
* Publish the weekly, monthly and Quarterly reports related to performance & PO of the suppliers.
* Responsible to collect the requirements from customer and internal teams to improve the functionality of various applications.
* Responsible to collaborate with IT, product and development team to develop the system according the requirements.
* Responsible to create SOP, operational manuals, process documents, and project documents.
* Additional responsibility of SME and process trainer for RSMs across the globe.
* Responsible for preparing **BRDs** for Development Team
* Writing **User stories to understand the need of the customers** and end users.
* Conducting **UATs** of Tools & Modules before deployment in production.
* Preparing **Risk Assessment Reports** for Deadlines, Cost and Resources.
* **Data Visualization and Dashboard Reporting using SQL, TABLEAU, BI and SFDC**
* Business Analysis of critical issues through Escalation Management.
* Be part of Sprint meetings under Agile Framework to ensure better coordination and timely deliverables.
* Handling of AP teams, their production and quality report. Controlling their attrition and performance appraisals.

**Jan’17 – Aug’19 Tata Communication Transformation Services Sr. Customer Care Executive (Profile – Business Analyst) Domain- Telecom (Network Operation Centre – NOC)**

* Responsible to undertake various projects and coordinate among various teams to enable them smooth completion of projects within a stipulated deadline.
* Instrumental in designing dashboard and metrics to showcase trend of resource utilization, order completion & revenue impacts
* Handling of team of IFMs. Publishing their production and quality report. Control attrition and performance appraisals.
* **Understand the end user requirements to prepare BRDs** and coordinate with Development Team to develop & customize client specific tools and applications.
* **Conducting UATs of Tools & Modules** before deployment in production.
* Responsible to prepare and maintain **Risk Registers for risk assessment** to make sure that projects do not exceed deadlines, cost and resources are optimally utilized.
* Responsible for WFM.
* Be part of various Sprint meetings under Agile Framework. Document the proceedings of the calls and share it with stakeholders
* Conduct Weekly calls with Project Directors to make appraise them about the progress of ongoing projects and challenges.
* Building **dashboards using data visualization and reporting tools like Tableau and SFDC**.
* **Root Cause Analysis of delayed orders** and handing escalation related to them, if any.
* **Preparing Ageing and Variance Analysis of Orders** in progress and Orders on hold.
* Preparing **Trend Analysis of Orders** and its revenue impact to help senior leadership in their decision making.
* Be the driving force to other teams for implementation of old, complex and stuck orders.
* Prepare SOX Control & Compliance Reports.
* Participate in quarterly QMS & Process Audits

**Jun’15 – Oct’2015 Wipro BPO Sr. Executive (Domain – Telecom)**

* Responsible for below activities –
* Help **Avaya** perform their Revenue Assurance related accounting activities before actual process training.
* Perform SOX Control & Compliance related audits using 40 different portals and tools on monthly basis.
* Prepare various audit reports to be submitted to client on periodical basis.

**Sept’12 – Jul’14 Vodafone India Shared Services Sr. Executive (Profile Sr. Business Analyst in P2P) Domain - Telecom**

* Vendor Management by helping them onboard in the system. Reviewing their Contracts, MSAs, SOWs & NDAs.
* Was responsible for:
  + Invoice verification, Invoice processing and posting invoices using SAP Evo.
  + Working on POs under Supply Chain Management. PO Analysis, Modification, Correction by coordinating with PO Requestor.
  + Trend, Variance and Ageing Analysis of various Accounts Payable GLs for month end closing reporting.
  + Vendor Reconciliation Statement preparation.
  + Escalation Management of Vendor with regard to their PO, Invoice and Payment related issues.
* Was responsible for GR/IR reporting and Audit Support
* Was responsible to be as a SPOC for various internal and external audits.
* Was responsible for preparing reports on KPIs, SLAs and control & Compliance.
* Coordinate with other teams on vendor related issues
* Used quantitative data gathered to develop process documents and Visio Diagram for 24 different processes.
* Analysis of multiple KPI reports and overdue orders through Tableau.
* Actively involved in conducting:
  + Root cause analysis of escalated issues.
  + Month end close related activities.
  + Month end calls with various local markets.
* Actively involved in –
* Preparing BRDs for Software Development Team
* Conducting UATs of Tools & Modules before deployment in production.
* Prepare Risk Assessment Report with regard to overdue payments & Vendor Performance.
* Be part of Spring meetings to coordinate with all other teams under Agile Framework

**Jan’11 – Feb’12 Maersk Global Shared Services Executive (Profile - Accountant in P2P & O2C) Domain – Logistics & Shipping**

* Actively involved in Onsite Process Transition from Svitzer Australia pre transition activities –
* Coordinate with client in identifying the P2P,O2C, Fixed Assets & T&E related accounting activities which were under the purview of transition to Pune from Sydney, Australia.
* Prepare Process Transition Project Log to maintain and record the progress of entire transition cycle.
* Helped transition team with their VISA processing and other formalities by coordinating with relevant teams and external agencies.
* Visited onsite (Sydney, Australia) to be part of migration team and to get trained on all identified activities.
* Build SOPs for various trained activities.
* Monitor the progress of the training and coordinate with onsite trainers and migration team wherever necessary.
* Coordinate with IT & Networking Team at Pune for system readiness and testing of applications
* Sign off from client with regards to training and process documentation.
* Performed below post migration activities –
* Testing of applications in Pune and raising tickets wherever necessary.
* Coordinating with clients for any process or system related challenges
* Performing receipting and cash application
* Perform Bank reconciliation for three different bank accounts
* Invoice verification and invoice processing for their subsequent payments
* Uploading monthly expenses (Uniform, Car rentals etc) into system call **MS Navision**
* Uploading VISA & AMEX expenses of employees under various cost centers under Australia region
* Being Flexipurchase portal administrator of National Australian Bank, perform Travel & Expense audit of employees
* Perform quality and audit checks of receipt of employee expenses.
* Coordinate with 8 cost centers of Australia for any issues or escalations.
* Responsible for month end related activities.
* Prepare various KPI & SLA related reports in order to submit them to client on weekly and monthly basis.
* Perform various other accounting activities using systems called **Baseware, MS Navision & Verifier**
* Vendor Management and Vendor Reconciliation on need to need basis.

**Mar’08 – May’2010 Amdocs Business Services Analyst (Domain – Telecom)**

* Responsible for below activities –
* Account Receivable activities including Cash Application using Amdocs application called NM1
* Participate in weekly calls with Process Director of Bell Canada on various process related issues and challenges
* Meeting SLAs on Cash Application and prompt reporting to client and other stakeholders
* Work on possible process improvements and automation.
* Coordinate with IT teams for automation of processes using **DB2 and MS Excel**
* Prepare BRDs and other logs to involve IT and other team in the automation project.
* Conduct UATs and write Test Reports to provide feedback to development team
* Successfully automated the process called CONSO which saved 2.5 FTEs of work in production.
* Process documentation as and when necessary.

**May’06 – Mar’2008 Exl Services (I) Pvt. Ltd. Customer Care Executive (Domain – Utility)**

* Responsible for below activities –
* Billing British Gas customers based on their consumption using **SAP R/13 FICO system**.
* Handling escalations related to billing.
* Be part of training on various of modules of other processes
* Coordinate with client for complex billing scenarios
* Meet SLAs by billing customers within their billing cycle.
* Document exceptional scenarios for future reference.
* Cross train the other team members to keep the continuity of assigned task uninterrupted.

**Aug’1997 – Apr’2006 - was into family owned business.**

**CERTIFICATION & WORKSHOPS**



* ITIL V4 Foundation
* Two day comprehensive training workshop on PMP certification.
* Was part of various in house training and groups associated with Continuous Process Improvement and Process Automations.

**EDUCATION**



* 1998 B.A. English Ltt. University of Nagpur IInd Grade
* 1997 B.Com. University of Nagpur Ist Grade
* 1994 HSSC Nagpur Board Ist Grade
* 1992 SSC Nagpur Board IInd Grade

**Membership & Social Engagement**



* Member of Emergency Response Team in TATA Communications and WNS Global Services
* Active Coordinator and participant of CSR Activities in WNS Global Services
* Member of Business Excellence Team in TATA Communications
* Actively involved in own Nagpur based NGO called Eco Friendly Living Foundation

**PERSONAL DETAILS**



* Date of Birth: 10th November 1976
* Languages Known: English, Hindi and Marathi
* Passport: R 9777581 (Valid till 14 Jun 2028)
* Marital Status: Single
* Interest/Hobbies/Sports: Chess, Cricket, Watching TV debates & SITCOMs, Mythology and Astrophysics