

- ⇒ **Education Qualification:** Bachelor's Degree (BCom) from Mumbai University.  
⇒ MBA from Symbiosis institute of business management (SIBM) Pune Campus.  
⇒ **Certifications:** ITIL Certified (Infosys Internal certification)  
Certified Business Analyst from ITpreneur Data systems Pune
- ⇒ **Short Synopsis:** An Exe-MBA (Ops + Fin) having over 16 years of work exp.  
Served in for ITeS, IT, manufacturing and even financial sector clients.  
Worked for clients from the US, UK, European, New Zealand & Australian region.  
Sound knowledge of client and vendor interaction/relationship through portals, telephone and email for negotiations. End to end process knowledge of payables, business process outsourcing, purchasing, procurement, various technical & functional incidents, problems and change management steps, reporting.
- ⇒ **Key Skills:** SAP cross multiple modules, Procure to Pay (P2P) Cycle, work flow and query analysis, Financial Processing transactions' and analysis, ITIL V3 (Infosys Internal certified) technical support framework will SLA/OLA and KPI reporting and forecasting Work Flow management and excel, support and implementation.

## ⇒ Professional Work Experience

### ⇒ Finance & Procurement Experience

- Present Company : [Infosys BPM.](#)
- Period : From Dec'09 till date.
- Designation : Team leader.
- Span Size : 13 Members'
- Job Role : Preparing various SLA/OLA & KPI Reports.  
: Assigning correct severity to the incidents as per as ITIL V3 guidelines.  
: Reporting on the acceptance, resolution & action on incidents.  
: Performing scenario based manual testings'.  
: Managing client escalations from Key Users/clients' on call/chat support at L1 & L2 level based of the volumes.  
: Coaching, mentoring, performing QA checking and monitoring of transactions, entries.  
: As a PMO (project management data officer) & spend analyzing analyst providing estimates, targets, costing, budget controlling objectives & other parameters.

### • Achievements and Acknowledgement:

- Won Various Summit, Star, Numero UNO & Team Spirit Awards.
- Got recognition from various clients'/vendor for handling complicated situations in order to achieve most amicable output.

## ⇒ Previous Work Experience

### ⇒ Finance Experience

- Company Name : Accenture Services Pvt. Ltd. (Accounts Payables).
- Period : From Feb 2005 till November 2009.
- Designation : Assistant Accountant (CSO).
- Department : GSCO, European Service Centre (ESC).
- Exposure to Tools : CMS Supervisor, PeopleSoft, HPSM, BMC Remedy & AVAYA CMS Supervisor systems.
- Job Role : Providing L1 support for users' facing SAP issues, Answering to escalations & Supervisory issues.

### ⇒ Project exposure and descriptions

- Been a part of YB & GB projects such as problem management handling and reduction, increase satisfaction also increasing the resolution ratios.
- Increase auto parking/posting and releasing of roll out reports.
- Blueprinting and implementation documentations for SAP FSCM projects.
- Been a part of the periodic data auditing that is carried out for various internal & external accreditation.

## ⇒ Personal Details

- Name : Pillai Rajesh Krishna
- Date of Birth : 28<sup>th</sup> August 1981
- Marital Status : Married
- Nationality : Indian
- Present Address : Flat # C/602 Vedant heights, Sambhaji Nagar, kiwale  
Pune - 412101

### Contact details

- Email : [rkp\\_81@yahoo.co.in](mailto:rkp_81@yahoo.co.in)
- Cell Phone : 08669684818 / 9762352828

⇒ Interests : Tracking financial markets, working out(gyming)  
surfing internet and swimming.

⇒ References : <https://www.linkedin.com/in/rajesh-pillai-675ab95/>

**Declaration** : All the information stated above is true, correct to the concern.

Date :  
Place : Pune

Yours Sincerely  
Rajesh Pillai