

Amarjeet Singh

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Doha, Qatar

SUMMARY

A self-motivated and result-driven professional with 13 years of experience in Order to Cash operations, Accounts Receivables and team management. Proven expertise in process improvement, financial operations, credit control and leadership. Adept at driving operational efficiency, reducing AHT and implementing automation to enhance accuracy. Seeking to leverage expertise in a dynamic organization to drive success and optimize financial processes.

EXPERIENCE

Accenture Solutions Pvt. Ltd

Business Advisory Associate Manager – Order to Cash

Mumbai, India

Dec 2018 – Jan 2025

- **Operational Management:** Supervise daily operations of Order Entry, Fulfillment, Invoicing, Collections, and Depletion, ensuring high levels of customer service and satisfaction.
- **Team Development:** Strengthen team capabilities by identifying and nurturing talent; coach individuals to enhance both technical knowledge and soft skills.
- **Process Improvement:** Implement process improvements to boost productivity while maintaining high-quality standards, including automating the order fulfilment process, reducing AHT by 30%.
- **Leadership:** Lead process transitions and train new hires, ensuring seamless integration and performance.
- **Efficiency Enhancement:** Drive process upgrades to re-engineer OTC processes towards global standards; ensure daily completion of cash applications and address past-due invoices.
- **Cross-functional Coordination:** Collaborate with cross-functional teams for efficient inventory management and issue resolution.

Boehringer Ingelheim India on Behalf of Osource India Pvt Ltd

Sr. Finance Executive – Accounts Receivable

Mumbai, India

Jun 2012 – Dec 2018

- **Financial Management:** Managed nationwide sales, collections and inventory reconciliation to maintain financial accuracy.
- **Credit Control:** Set up and monitor credit limits and credit days for customers; report outstanding overdue amounts and follow up with customers for collections.
- **Issue Resolution:** Handle cheque bounce issues and work with the legal team for resolution.
- **Order Release:** Reviewed and approved order releases, ensuring compliance with credit control policies.

TATA AIA Life Insurance Pvt Ltd. on behalf of Pamac Finserve Pvt Ltd

Finance Executive

Mumbai, India

Jun 2011 – May 2012

- **Vendor Payments:** Responsible for vendor payments and bank reconciliation.
- **Compliance Coordination:** Coordinate with various departments to ensure compliance with company controls and reduce queries.

PROFICIENCY

- Order to Cash Operations
- Accounts Receivables & Payables
- Credit Control
- Reconciliation & Collections Management

SKILLS

- Team Leadership & Supervision
- Cost Saving Measures
- SOP Creation
- Process Transition & Implementation
- Relationship Building
- Customer Service

EDUCATION

- MBA in Financial Management – K J Somaiya Institute of Management Studies & Research
- Bachelor of Commerce – Mumbai University in 2009
- HSC – Maharashtra Board in 2006
- SSC – ICSE Board in 2004

ACHIEVEMENTS

- Successfully transitioned and implemented O2C processes, enhancing operational efficiency
- Implemented an automation initiative for order fulfilment, reducing AHT and improving accuracy
- Recognised with **Encore Awards** (2019) and **Performance Awards** (2020, 2023) for exceptional contributions

SYSTEM KNOWLEDGE

- **ERP Systems:** SAP-FICO, JD Edwards, Microsoft AXAPTA
- **Service Management:** Service Now
- **Productivity Tools:** Excel, Word, PowerPoint, Microsoft Office Suite

LANGUAGES

- Professional fluency in English
- Native fluency in Punjabi & Hindi