



KIRAN KUMAR

Areas of Expertise

GLOBAL SERVICE DELIVERY

- Develop and refine solution offerings, requirements definition and estimation process, and strategies for effective pre-sales engagement achieving contractual commitments, corporate goals and objectives.
- Responsible for developing and managing the overall service delivery strategy and operations for global clients.
- Develop an organizational structure and team to deliver high value-adds implementation services and solutions that exceed customer expectations.
- Oversee the operations for global client.



STRATEGY, PLANNING AND MANAGEMENT

- Evaluate departments and make suggestions for automating processes and increasing working efficiency.
- Communicate, engage and interact with leadership team.
- Create and establish yearly financial objectives that align with the company's plan for growth and expansion.
- Participate in pivotal decisions as they relate to strategic initiatives and operational models.



OPERATION MANAGEMENT

- Emphasize on service delivery and continuous improvement, meanwhile solidifying the process automation for smooth operation.
- Work with the various business and technology teams to analyze and assess automation feasibility.
- Maintain in-depth relation with stakeholder and also all members of the management team.
- Effectively collaborate with stakeholders to comprehend the analytical requirements and balance immediate demands with future capabilities needed to deliver business goals.
- Monitor & analyze benchmark data, trend information, and economic projections to ensure total rewards and compensation strategy maintain a competitive market position and responsive to the business needs.



PEOPLE INITIATIVE

- Exhibit innovative thinking around talent, leadership and learning - taking into account future talent needs and changing workforce trends.
- Design and deliver creative people solutions that assist in sustaining a positive working environment to foster employee engagement. Foster a culture of continuous learning and performance improvement.
- Facilitate the communication among employees and management. Guide managers and employees on the problem solving, dispute resolution, and regulatory compliance



Global Delivery Lead offering 20 years of expertise in BPO industry. Delivering solution, transition of finance & accounting processes from different regions, stabilization and smooth operations of business growth. Posses exposure of working with multiple clients from communication media and technology, chemical manufacturing industry, consumer retails and pharmaceutical with in-depth knowledge on finance & accounting processes. Efficient in expanding business operations and identifying alternatives and solutions to meet changing business demands. Lead the organization by introducing best practices, strengthening processes and controls, improving communications, building high - performing teams, and enforcing positive change. Drive business transformation while collaborating with the key decision makers to achieve consistent success resulting in customer delight. Accredited by peers, subordinates, senior leaders and clients for tenacity and the ability to gracefully handle the dynamics of a rapidly changing corporate environment.

Career Timeline

Jun 2006 - Till Date

Accenture Operations, Chennai, India

Since Apr 2020

Global Delivery Lead – Chennai and Manila

May 2015 – Apr 2020

Global Delivery Lead for cluster of deals in 'Resources' group

Mar 2014 - Apr 2015

Service Delivery Lead for Telecom client

Jan 2013 - Apr 2015

Service Delivery Lead for Food & Ingredients client

Apr 2012 - Dec 2012

Service Delivery Lead – Global footwear client

Apr 2011 - Mar 2012

Manager - Operations

Jun 2008 - Mar 2011

Manager - Operations - Procure to Pay
Global Oilfield Services Corporation client

June 2006 - May 2008

Assistant Manager - Operations, Record to Report

1999 – 2006 | Assistant Manager / Process Associate

GENPACT, Gurgaon, India

1998 | Audit Assistant

M/s Lovelock & Lewes (Price Waterhouse Coopers),
Bangalore, India

Articleship

M/s RGN Price & Co, Chennai, India

Significant Contributions

Accenture Operations, Chennai, India Global Delivery Lead for Chennai and Manila



- Currently designated as a Global delivery Lead for a Healthcare provider group with a team of 540 resources across Chennai & Manila, I hold accountability towards TCV \$70 Mn.
- Instrumental in the stabilized operations of Finance & Accounting scope and initiate the journey of transformation and ensuring streamlined approach across all delivery norms and SLA guidelines.

Global Delivery Lead for cluster of deals in 'Resources' group

- As delivery lead manage the finance and accounting operations for a global chemical industry client with team of 130 members across four delivery centers – Buenos Aires, Prague, Chennai and Delian.
- Attained revenue growth of \$20M with 110 FTEs and optimized delivery center to 3 from 4 during the fiscal year 2017.
- Collaborated with client team to secure process and devise global reconciliation and account receivable policies.
- Boosted productivity by 30% for the global chemical industry by initiating automation tool.
- Secured a large deal of \$27M with increase in 250 FTEs for a global utilities client in June 2018
- Drive the Go-Live for P2P operations in Oct 2016 for North America based chemical client, handled challenges of constant changes request by client.
- Secured TCV of \$2M and 17 FTEs, led the ERP migration and changes in the key client personnel during the transition.
- Led the Nordic based Oilfield services client across all 3 F&A towers, spearheaded the transition & go-live on April 2016 with focused post go-live F&A operations.
- Achieved \$15M revenue growth and 80 FTEs through seamless transition and quick stabilization.
- Headed the delivery operations for US based Network client Accounts Payable & Agent Finance processes and in 2 months duration managed the completed solution to successful go-live process.
- Attained revenue growth of \$7M and 30FTEs for the project.
- Served as Stabilization Lead for a critical account – Global Network Client in reforming their complete accounts payable process from receipt to workflow to payment of invoices.
- Handled another account as stabilization lead for fiscal year 2017 carried out assessment of maturity and control environment for R2R process and implemented best control practices for period end close and reconciliation activities.
- Facilitate the administration of robust workflow tool for accounts payable accelerating the timelines on invoice cycle for Singapore based Communication & Network client between Sep 2017 to April 2018.
- Efficiently planned and streamlined the GL close process and drove the client objective and culture to the team.
- Acquired a contract worth \$18M for CMT F&A pursuit by participating in the orals & due diligence sessions in March 2016 at Sydney while serving as part of the Delivery and Sales team.
- Rolled out Business Advisory program for PAN India CMT group with an aim to drive adoption, industry training and business value projects.

Service Delivery Lead for Telecom client:

Orchestrated revenue worth \$16M for delivering operations across finance & accounting, order management and network capabilities for Nordic based telecom client from Chennai & Manila delivery centers.

- Drove the Global Process Owner (GPO) projects for value creation with collaborative effort from a team of 200 resources, identified industry benchmark exercise and business outcome indicators.
- Efficiently optimized timeline of customer order process to 3 minutes and advancement of GL (full form) close process by 2 days.
- Recognized by management won "The Most Connected Team" in Accenture Operations Award 2014.
- Sourced and developed a pool of 55 engineers to design the new network process for "Network Service" in Chennai for smooth transition of client process.

Service Delivery Lead for Food & Ingredients client

- Led Procure to Pay and Order to Cash towers for North America Operations while managing a team of 75 members.
- Accountable to handle the challenging task for high risk and escalated account of TVC \$16M, facilitated the stabilization of delivery and financials in the account.
- Managed to enhance the timelines and quality at every stage in the end to end P2P process.
- Attained 1.5 days of equivalent volume and workflow in the operations queue.
- Secured first time past rate to 45% from 30% through process improvement and client engagement.
- Realized reduction of past due for Account Receivables to 10.4% and secured quality improvement in account receivables while optimizing past due as part of collection in O2C process
- Administered phased out cost ramp plan post stabilization and was able to enhance financial for the account.

Service Delivery Lead – Global footwear client

Headed a team of 85 resources for two delivery centers from Chennai and Dalian, managed finance and accounting operations for all three Procure to Pay, Order to Cash and Record to Report.

- Drove the live operation process from Jun 2011 to May 2012 for three regions North America, Europe & Asia Pacific.
- Played a vital role in standardization and centralization of processes across regions and towers, initiated workshop for standardization of their retail accounting process on time payment to vendors and GL close process.
- Collaborated with client team and delivered functional support for the ERP conversion project from JDE to SAP.
- Identified subject matter expert member from delivery team and deployed at client site for successful conversion project.

Manager – Operations

Accountable to handle “Record to Report” operations for a Global footwear client and Education Testing service client.

- Strategized plan to re-structure the process for smooth functionality overcame several challenges to develop and deliver seamless R2R process.
- Drove the team to deliver service in the pilot month end and closed process as criteria for go-live.
- Achieved 100% success in meeting timeline and quality and sustained operations post go-live.

Manager – Operations – Procure to Pay – Global Oilfield Services Corporation client

Supervised a team of 60 members from accounts payable department from Europe and Africa region, accountable to streamline the pilot of “Procure to Pay” for markets in UK and Nigeria to attain success criteria laid down by the client.

- Developed team for knowledge transfer from 13 countries in Europe and Africa region with key focus to go-live every month from Dec 2009 to Mar 2011.
- Emphasized on clients objective of increasing payment on time to vendors and accuracy improvement projects.

Assistant Manager - Operations, Record to Report

Pharmaceutical client (USA) & Global Telecom client (APAC):

- Spearheaded the operations and record to report functionality for a Pharmaceutical client from US and a Global Telecom client from APAC.
- Supervised a team of 35 members from general ledger team along with 3 team leads, delivered knowledge on Fixed Assets &General Ledger process from Great Valley, US and Singapore also oversaw its stabilization.
- Received “Alchemist” summit award for people development in June 2008.
- Received ‘Alacrity’ summit award successful knowledge transfer on general Ledger process in Dec 2006.

Academic Qualifications & Certifications

2006 | Post Graduate Certificate in Business Management | XLRI Institute of Management, Jamshedpur, India.

1997 | Chartered Accountancy - Intermediate Examination | Institute of Chartered Accountants of India

1992 | Bachelor of Commerce | Loyola Autonomous College, Chennai, India.

References can be provided upon request