

- ⇒ **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** : **28th 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
- **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