**Ravina Sharma**

**Business Process Analyst**

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### **Date of Birth: 27.03.1993**

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# EXPERIENCE

* **Senior Process Analyst (Medtronic Healthcare Project)**

**Accenture**

July. 2016 – Ongoing Bangalore

Perform Order to cash Processes like:

- Managing Contract creation in SAP from past three years and still working for contract creation process.

- Manage order received through emails.

- Claim processing and good hands on knowledge of SAP tool.

* Ensure adherence to documentation - Operations and Status updates and compliance to internal/ external audits.
* Demonstrate strong work ethic and take pride in a sense of accomplishment.
* Ensure that services delivered to client are compliant with Accenture policies, processes and procedures.
* Met all deadlines including those for month-end reporting.
* Identifiedmodifications to processes and procedures that would promote better efficiency.
* Generated reports detailing various metrics and account information.

Promoted as SME in 2017. Main KPIs are:

1. **Manage Workflow.**

-Create a simple system for organizing information. Keep everything related to the project in one location

- Use a calendar to track deliverable dates, deadlines, and reminders.

- Keep detailed records of project activities.

2. **Build relationships.**

**-**The relationships between team members are important. Strong working relationships contribute to improved project outcomes and greater job satisfaction, while reducing conflict and misunderstanding.

**3. Accept changes.**

- Look after Deadlines shift, meetings are canceled, team members leave, client requirements change, deliverables require revision, and so on.

1. **Playing major role in transition process of Order Entry.**

* Drives WFH enablement data for the team.
* Communication calls with the client and leadership on daily basis.
* Best practice shared with team to ensure everyone have the good process knowledge by conducting sessions for the team.
* Helping new joiner setting up their account in client application and Accenture applications.
* Session conducting regarding Accenture Operation Excellence and core values.
* To ensure smooth KT, coordinate with IT team for any technical issue after troubleshooting.
* Conducting session on monthly basis, upgrading the team regarding changes in client compliance.
* **Business Process Associate.**

**Infosys: Account Payable (NSW Process)**

Nov. 2014 – May. 2016 Jaipur, Rajasthan

* Vendor creation, accessing invoice.
* Handle all the activities of Procure to Pay (Accounts Payable) compromises of:
* Vendor setup and maintenance.
* Purchase order creation
* Invoice Processing
* Check requisition
* Payment Processing
* Efficiently process vendor invoices and maintain up-to-date system.
* Keep track of every transaction.



# LIFEPHILOSOPHY

**“If you don’t have any shadows, you’re not standing in the light.”**

# Achievements

* Core member of Hindu College Society in College. Conducted Tech-fest and many other college activities.
* 3 times star of the month (Feb, March & April) in Infosys and 5 times (Feb, March August, Sept and October.) in Accenture.

# STRENGTHS

* Hardworking
* Persuasive
* Team Leader and Motivator
* Meticulous.

# Languages

* English
* Hindi

# EDUCATION

#### **B.Com (Finance )**

##### Completed from Hindu College, Moradabad (2011 -2014) with Distinction

**Certification & Training**: I leap 1.0 & Harvard Management Course.