Janci V
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PROFILE

Competent and diligent professional working in Finance & Accounts projects offering **7 years** of experience with proven expertise in streamlining the finance & accounts domain with focus on authenticity and accuracy; **technically expert with Accounting Packages, Supply chain and customer support** Currently spearheading as **Lead Financial Analyst** in Financing, Analyzing and Planning (FA&P) team which part of Finance and Operation (F&O) for the Capital Expenditure with **IBM India Pvt Ltd.**

PROFESSIONAL EXPERIENCE

IBM India Pvt Ltd
capex team
Designation "Business Planning Support Specialist"

The analyst role is responsible for the analysis of the IBM forecast, budget, actuals, and business dynamics. The analyst is responsible for interacting with the business units and geographies on the forecast, actuals, budget, and business metrics. The analyst is responsible for the development of forecast and budget variance analysis and provides business assessments on an ongoing basis. The analyst designs, prepares, and presents detailed analysis of business issues and recommended solutions to senior management.

Roles & Responsibilities:

- Review and approve capital investment requests based on the capital expenditure guidelines for multiple business units within IBM.
- Collected, analyzed, and managed quantitative data and created meaningful reports along with insights to business leaders to make informed decisions.
- Maintained and monitored the capital funds or budget for business units and connect with IBM Corporate, Finance VPs, CFOs, and Project Manager on need basis.
- I coordinate with capital coordinators on daily workload and processes and ensure timely and accurately routine administrative/business planning transactions.
- Published predictive analysis on capital planning, proposed budget and helped IBM Corporate to finalized expenditure budget for several business units.
- Worked on capital expends, assets, and depreciation reports for different business units and provide comprehensive insights.
- Coordinate with Business Teams, Procurement, Fixed Assets, Accounting teams.
- Hands on experience on Cognos Analytics – to pull financial reports from several databases.
- I ensure the delivery of a high-quality product and should seek to continuously transform and recommend improvements to existing procedures & processes.
- Worked closely with Development Team to build dashboards on cash outflow, capital forecast, WWCT tool enhancements.
- Testing new versions of WWCT database and providing suggestions for improvements.

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2) TELSTRA

Designation "Supply Chain Operations Professional"

po creation • pr creation • p2p activities • s2p activities • rfq and rfi • handling vendor queries • vendor management • closely working with ap team to resolve invoices issues • order management • processing blocked invoices • jira/sales force ticket management • kanban board • saas purchase • placing portal orders • po closure • po alteration • pr alteration • supplier validation • credit memo • sow validation • contract validation • added new vendors and products into system and keyed in special shipping codes when needed. • enter order details into system and inputted updates accordingly using [software]. • sourced and vetted potential suppliers to provide quality goods on consistent schedules.• implement clear and effective planning strategies to meet supply chain needs, meet demand and optimize distribution. • track and trace • expertly support and manage day-to-day purchasing operations • strategically sourcing materials from dc's , lc's , field stores, • vendor management and manage existing vendor relationships for all indirect materials, services, and equipment • maintaining plants stock • recovery management • futile analysis and investigation • waste management and recovery • bin management • po management • sourcing, buying, planning • material control • query management via chat, call, email • resolving queries on real time ace chat support • reporting • spare part management • reverse logistic • goods receipt • sps parts installation • goods movement • jira purchase • capex purchase • opex purchase • inventory management • stock release • invoice release

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3 IGA - Internal Global Account
  Designation "Customer Service Representative"

Provide technical support and customer service for Internal Global Account for IBM clients. As a Technical support engineer I am committed to diagnosing, reproducing, and fixing customer software and hardware issues. Troubleshoot protocols running on IGA hardware to assist customer with problem isolation and resolution. If requested, escalate the customer's case to a subject matter expert.
•   Research client's issues in a timely manner and follow up with the customer with recommendations and   action plans.
•   Participated in team meetings weekly, ask questions and provide input on case backlog, technical process,   and new processes within the department.
•   Mentored new engineers by answering technical questions, escalating cases, and teaching detailed process development.
•   Provide root cause analysis for customer's storage appliance failure.
•   Trained with senior system engineers to enhance my personal technical skills as a Technical Support   Engineer and learned internal process for escalating cases and approving or denying handovers to specific verticals.
•   Utilize previously acquired technical experience to become actively involved in day-to-day technology team   to meet schedules and resolve problems.
•   Hand on experience on Windows 10 azure services. Linux basic and windows 7
•   Maintenance and IT support for clients as well as desktop support.
•   Handling B2B client process .
•   Handling and management of technical tools like , Service now ticketing tools and portals.
•   Handling SLM management tools like Service now.
•   Remote Take Over .

Achievements

• Received appreciation from client, leaders and management
• Monetary Recognition received from the VP & Assistant Controller of IBM on the internal projects
• Achieved summit award four times for the best performer in the team
• Proved productivity and achieved excellent customer feedback
• Rewarded with Celebrity points several times for contributions to the process

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EDUCATIONAL CREDENTIALS

Bachelor of Commerce from St Annes Degree college for Women.

Certification:

- IBM Agile explorer

Projects:

- We had this project with an objective of maximizing efficiency and cash flow management. Our initial target was to design a better way to track capital expenditure transactions from approval to "hitting the ledger".

- Capex re-engineering is a cognos based reporting developed to help capital planners and measurement folks who are working on capital expenditure cashflow.

Technical Skills

Operating System	Windows 9 ,10 Linux
Office Tools	MS Office (Word / Excel / Power point)

Personal Profile:
Father's name :Viji Jacob
Date of Birth: 21st May 1996
Marital Status: Single
Passport No: T0009135
Place of issue: Bengaluru
Reference: Available on request

Declaration:

I solemnly declare that to the best of my knowledge and belief, the information given in this resume is correct, complete & truly stated.

JANCI V