

RISHABH KUMAR

House No.925, Sector 15,Part-2, Gurgaon
Phone No. 9664249173

SUMMARY

Rich and insightful experience of 4+years. Proven track record of managing processes and creating teamwork environment to enhance productivity. Contributes toward organizational goals and objectives to meet SLA's on time

WORK EXPERIENCE

Business Process Delivery Associate, Accenture

October 2021- March 2022

- Collaborated with team members to develop process improvement models.
- Assisted team members with new process development based on client-based research.
- Provided data reports to clients to show current process analysis and proposed process numbers.
- Assessed business policies and procedures to determine improvement needs.
- Communicated with customers for updates and questions about projects.
- Performed and documented process development experiments.
- Researched various options for process improvements.

Process Associate, Genpact

February 2018- August 2021

- Provides support to Service now ticket users, AP team and handle their queries over calls & emails.
 - Took corrective action on Oracle Interface to get the invoices out of error queue.
 - Report to stakeholders for invoices requiring their input for moving it further queue.
 - Provide functional support for issues related to perceptive tool to the end users
 - Follow up with requisitions to solve hold invoices as per the guidelines.
 - Meet SLA and TAT for the tickets raised by end users.
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EDUCATION

MBA, MIT PUNE

2022-2024

M.COM, MGS UNIVERSITY, BIKANER

2018-2020

B.COM, MGS UNIVERSITY, BIKANER

2009-2012

HSC, CBSE BOARD

2007-2009

SSC ,CBSE BOARD

2006-2007

ADDITIONAL INFORMATION

- **Domain Skills:** Process Improvement, Effective Communication, Critical Thinking, Quality Assurance, Accounts Payable Helpdesk, SAP, Excel
- **Languages:** English, Hindi, French
- **Certifications:** Common Proficiency Test (ICAI), C&C++, SAP Finance & Controlling, Lean Six Sigma Green Belt, SOX Auditing Standards, Supply Chain Management
- **Awards/Activities:** Received Bronze Award for Excellent Performance, Ranked 2nd for maximum audits with 100% accuracy, Lowest Client Exit Rate