



# MAMTA SIRWANI

Results-driven Business Analyst with over 9+ years of diverse experience in data analysis, process improvement, and project management. Seeking a challenging Team Lead position where I can leverage my expertise to lead and inspire a high-performing team, drive strategic initiatives, and contribute to the growth and success of the organization. Proven track record in optimizing operations, implementing data-driven solutions, and fostering collaboration between cross-functional teams. Dedicated to delivering exceptional results and exceeding performance expectations in leadership.

✉ mamtasirwani21@gmail.com

☎ +919660045844

📍 Hyderabad, India

📅 21 May, 1991

## AREAS OF EXPERTISE

Client Interaction Leadership

Training and Development

Technical Expertise SAP

Planning and Management

Functional Analysis

Requirement Analysis

Solution Design

Process Documentation

Supervision Reporting

## EDUCATION

➤ **Master of Commerce**  
Rajasthan University

2015

➤ **Bachelor of Commerce**  
Rajasthan University

2012

➤ **Senior Secondary (Class12)**  
Jaipur (C.B.S.E Board)

2009

## CERTIFICATION & ACHIEVEMENTS

➤ Awarded a Silver Medal for attaining 100% accuracy at GENPACT.

➤ Received eight Bronze Medals at GENPACT for consistently demonstrating outstanding individual achievements.

➤ Contributed to a valuable Lean Idea leading to process improvements.

## WORK EXPERIENCE

### Finance Analyst Accenture

05/2021 - Present

Hyderabad

Finance and Accounts-European Market & APAC

#### Work Role

- ◇ Focused on the Europe region. Initially, conducted Knowledge Transfer sessions with European clients, developed and gained client approval for Standard Operating Procedures (SOPs), and subsequently trained and transferred these responsibilities to junior team members and freshers. Contributed to effective project onboarding and team development for our client, BDP International.
- ◇ Develop and meticulously maintain comprehensive process guides and Standard Operating Procedures (SOPs) to ensure a repository of clear, accessible documentation for recurring tasks. Exclusively focused on Order-to-Cash (O2C), I excel in managing cash applications, billing, and collections processes.
- ◇ Processing, approving, or conducting research on wire transfers, ACH transactions, and check payments, consistently meeting or exceeding Service Level Agreements (SLAs).
- ◇ Lead and oversee the Europe & APAC billing staff, driving billing efficiency, pinpointing and resolving day-to-day issues to minimize disruptions to billing operations.
- ◇ Foster and enrich client relationships by consistently delivering exceptional levels of client service, ensuring client satisfaction and loyalty.
- ◇ Maintain a stringent focus on operational efficiency, ensuring that all client requests are completed in a timely manner, thereby preventing SLA violations and upholding operational excellence.
- ◇ Exhibit exceptional skills in prioritizing work, adeptly managing deadlines, achieving set goals, and thriving under pressure within a dynamic and multifaceted work environment.
- ◇ Produce meticulous process-related reports and furnish end-of-day updates to the manager, upholding precise record-keeping practices.
- ◇ Execute all end-of-day functions meticulously as per established checklists, ensuring operational integrity, and maintaining relevant records.

### Process Developer: (10.2014-02.2019) Process Associate: (10.2012-10.2014) Genpact

10/2012 - 02/2019

Jaipur

Banking-US Market

#### Work Role

- ◇ Collaborated with US clients, including GE Capital and Wells Fargo Bank, facilitating lease and loan solutions for customers.
- ◇ Identified and effectively communicated accounting, finance, and auditing issues to executives, seniors, and managers, enabling informed decision-making.
- ◇ Managed all audit and accounting reports essential for internal audit procedures, ensuring compliance with regulatory standards.
- ◇ Formulated and documented Standard Operating Procedures (SOPs) while proficiently processing banking transactions in the Order-to-Cash (O2C) domain, enhancing process clarity and efficiency.
- ◇ Assisted in responding to internal and external audit requests, providing comprehensive information and documentation as required.
- ◇ Effectively reported refunds and credit notes, maintaining accurate financial records.
- ◇ Supervised surveillance requests to ensure both internal and external compliance standards were met.
- ◇ Managed end-to-end relationships with key offshore accounts, ensuring client satisfaction and effective collaboration.
- ◇ Played a pivotal role in the testing project for Wells Fargo during the divestiture and business migration, contributing to a smooth transition.