

AMELIA JOSEPH



PROGRAM MANAGER

SKILLS EXPERTISE

- Collaboration
- Innovation
- Program Management
- Stakeholder Liaison
- Team Coordination
- Change Management
- Procurement Solutions
- Sustainability Implementation
- Environmental Advocacy
- User Experience Enhancement
- Cross-Functional Cooperation
- Tool Replacement Management
- Strategic Leadership
- Financial Management: OPEX and CAPEX
- Resource Management
- Resource Management
- Budget Allocation
- Policy Implementation
- SLA Management
- Process Improvement
- Stakeholder Coordination
- Ariba
- S4/HANA
- Design Authority

PROFILE SUMMARY


Results-driven Senior Level Professional with a proven track record in Project Management, Implementation & Consulting, Transitions Management, and Operations. Adept at seamlessly delivering complex global projects, ensuring operational excellence through effective procedures/tools and service standards. Skilled in coordinating with stakeholders to bridge business needs and IT solutions using SAP, Ariba, and ERP systems.


Expert in business process re-engineering, requirements gathering, and functional specifications translation. Adept at leading cross-functional teams, establishing SLAs, and optimizing support center efficiency. Accomplishments include spearheading key initiatives, process improvements, and successful implementations. Proficient in SAP ECC6, Ariba, Oracle 11i, Business Objects, PeopleSoft, and various tools. Holder of a Bachelor of Commerce and an Executive Education Program in Strategic Management from IIM K. Eager to drive innovation and enhance operational performance.

VALUE ADDITION

"Elevating Operations, Enriching Experiences: Driving Transformation Across Borders and Processes"

- Enhanced user experience and financial stability by resolving blocked credit cards for 600 global users, ensuring seamless transactions.
- Cleared outstanding balances of personal expenses on credit cards, restoring financial integrity and saving 270K Euros.
- Introduced efficiency and convenience by implementing a mobile app for travelers, streamlining travel management.
- Spearheaded successful migration from SAP HR to Workday for all employees, optimizing HR processes and data management.
- Achieved operational excellence by reducing project backlog from 180 days to zero, enhancing service delivery efficiency.
- Demonstrated leadership by conducting onsite training for the APA region, empowering teams in Expense & Invoice management.

 +91 844 844 8780

 sales@cvdesigner.in

 LinkedIn

 Chennai, India

- Delivered streamlined processes and global consistency by implementing Travel & Expense tools (Concur & GERS) across multiple locations and time zones.
- Pioneered an efficient Helpdesk process and tool (IVR & ticketing), optimizing support and ensuring smooth operations at a new IBM location.
- Transformed Accounts Payable operations by owning the process for Hong Kong and successfully migrating it to India, enhancing efficiency and cost savings.
- Demonstrated financial acumen by reducing Vendor debit balances from \$12 million to \$2 million in a short timeframe, improving financial health.
- Led SAP rollout for P2P process across 100+ countries at Thomson Reuters, ensuring uniformity and efficiency in operations.
- Successfully migrated Payment Process from Southeast Asian countries to India Service Centre, optimizing processes and centralizing operations.

WORK EXPERIENCE

Oct 2019 – Present | AB-Inbev

Growth Path

- Nov 2021 – Present | Senior Program Manager – Ariba Support
- Jan 21 – Apr 21 | Senior Program Manager – Procurement and Sustainability
- Oct 19 – Jan 21 | Senior Program Manager – Travel & Expense

Role Summary

During my tenure at AB-Inbev, commencing in October 2019, I embarked on a fulfilling journey through diverse roles that underscore my dedication to instigating positive transformations. As a proficient Senior Program Manager, my emphasis on collaboration and innovation is palpable. Notably, I spearheaded the establishment of a robust Ariba support center, facilitating seamless teamwork between various departments and stakeholders to ensure streamlined procurement solutions. Steering the Ariba Design Authority Board, I orchestrated global coordination for change requests, showcasing my commitment to aligning disparate perspectives.

My fervor for sustainability translated into tangible actions, encompassing the implementation of Anaplan for Water Stewardship and advocacy for pivotal environmental objectives. In the realm of Travel & Expense management, I harnessed my skills to amplify user experiences and deftly managed a tool replacement project, all while serving as a conduit for cross-functional cooperation. My journey stands as a testament to my prowess as both an individual contributor and a nexus between teams, underscoring my unwavering commitment to fostering innovation and sustainable progress within the AB-Inbev community.

Critical Impact Rendered

Senior Program Manager – Ariba Support (Nov 21 – Present)

- **Establishment of Support Center:** Initiated and oversaw the setup of a specialized support center, aligning it with requirements for streamlined service delivery.
- **Resource Management:** Efficiently managed resource allocation, budgeting, and staffing, optimizing operational efficiency and stakeholder satisfaction.
- **Policy and Procedure Development:** Developed and implemented comprehensive support center policies and procedures, enhancing operational clarity and consistency.
- **Collaboration and Coordination:** Facilitated effective communication and alignment between SAP consultants and Business SMEs, ensuring accurate integration of Procurement requirements.
- **Leadership of Ariba Design Authority Board:** Led the Ariba Design Authority Board, strategically evaluating Change and Enhancement requests to drive system evolution in response to business needs.
- **Multi-Team Coordination:** Orchestrated coordination among Ariba Administrators, Business stakeholders, and internal/external AMS Support teams, ensuring swift issue resolution and system optimization.
- **Service Level Agreement (SLA) Management:** Established and enforced robust SLAs, consistently delivering support that met or exceeded performance expectations.
- **Continuous Improvement Initiatives:** Identified areas for enhancement and implemented data-driven initiatives, fostering ongoing process improvements and customer satisfaction.

Senior Program Manager – Procurement and Sustainability (Jan 21 – Apr 21)

- **Strategic Leadership and Project Implementation:** Led successful execution of diverse Global Sustainability projects, increased project completion efficiency through cross-functional collaboration.
- **Anaplan Integration for Water Stewardship:** Successfully integrated Anaplan, enhancing Water Stewardship with real-time monitoring, improving water resource allocation and conservation.
- **Continuous Sustainability Advancements:** Recorded reduction in carbon emissions and increase in recycling rates. Spearheaded Smart Agriculture initiatives, resulting in substantial improvement across sustainable farming practices.
- **Financial Management: OPEX and CAPEX:** Managed OPEX and CAPEX for Procurement and Sustainability, optimizing resource utilization and overall savings on operational costs and spends while aligning with sustainability goals.

Senior Program Manager – Travel & Expense (Oct 19 – Jan 21)

- **User Experience and Cost Management Enhancement:** Led T&E projects, optimizing Travel Booking and Expense Management processes for a 20% increase in user satisfaction and reduction in overall travel costs.
- **Global Program Leadership:** Strategically directed transformative Global Program initiatives, improving cross-functional efficiency and overall enhancement in technology utilization.
- **Travel & Expense Tool Replacement:** Guided a critical RFP project, successfully selecting and implementing an advanced Travel & Expense Management tool that reduced processing time.
- **Cross-Functional Collaboration:** Facilitated seamless coordination among zone teams and project groups, thus reducing the project delivery timeline.
- **Financial Management and Benefits Realization:** Managed project budgets, reduced costs and realizing \$1.5 million in tangible benefits through optimized expense management processes.
- **Demand Management and Scoping Expertise:** Championed Demand Management and Scoping, developing project charters that led to a decrease in scope creep and overall improvement in project efficiency.
- **Strategic Budget Planning and Execution:** Effectively allocated CAPEX, reducing spends and ensuring on-time implementation of Travel & Expense initiatives.

Dec 2014 – Oct 2019 | Concur Technologies Manager Implementation Services

- **Leading High-Performing Team:** Guided and inspired a team of 6 accomplished project managers, increased project efficiency and successful execution.
- **Strategic Operations and Metrics Management:** Spearheaded operational metric management and strategic planning; improvement in project delivery timelines and resource optimization.
- **Excellence Propagation and Documentation Precision:** Championed excellence across projects, implementing scorecards and dashboards which led to a reduction in errors and increased documentation accuracy.
- **Client Satisfaction and Scope Adherence:** Ensured superior client satisfaction by surpassing expectations and maintaining scope control, resulting in a 95% client retention rate.
- **Precise Project Budgeting and Financial Acumen:** Executed precise project estimation, delivery, and budget management, consistently achieving a 98% adherence to allocated budgets.
- **Comprehensive Product Knowledge and Training Impact:** Cultivated comprehensive product knowledge and delivered remote training sessions, contributing towards increasing client self-sufficiency and successful product adoption.
- **Strategic Consultation and Scope Alignment:** Provided strategic consultation to clients, ensured reduction in project scope changes and maintaining timelines within planned schedules.

April 2011 – Nov 2014 | IBM Global Business Services Senior Manager - Finance & Accounts

- **Strategic Workshops and Process Enhancement:** Led and facilitated P2P business process workshops, driving efficiency improvements that yielded a 20% reduction in processing time.
- **Due Diligence and Process Migration Analysis:** Conducted comprehensive gap and FTE analysis before process migration to IBM Delivery team, ensuring a seamless transition and achieving process continuity.
- **Stakeholder Relationship Development:** Developed robust multi-level relationships with internal and external stakeholders, guaranteeing the successful achievement of project delivery goals.
- **Change Management and New Work Methods:** Initiated change management strategies, securing buy-in and support at all levels of service, increasing the adoption of new work methods.
- **Data-Driven Improvement Initiatives:** Innovatively integrated Maturity mapping, Benchmarking, and ABC data, leading to data-driven improvement recommendations that optimized operational efficiency.
- **Delivery Stabilization and Process Optimization:** Provided vital delivery stabilization support, conducting end-to-end process studies and reviews for critical accounts, resulting in reducing delivery errors.
- **Best Practice Case Studies and Sales Support:** Created comprehensive case studies for Procure to Pay projects, enhancing the sales process and establishing a repository of best practices for future projects.

PAST EXPERIENCE

May 2010 – Oct 2010 | Nomura Services India Private Limited Manager (Accounts Payable & Accounts Receivable)

- Spearheaded process optimization and value-addition, leading a 13-member team .
- Successfully transitioned and implemented PeopleSoft for Asia, ensuring smooth adoption and integration.
- Produced and submitted MIS and root cause analysis reports for management review and process development.
- Proactively recommended process improvements, resulting in a 15% increase in overall efficiency.
- Identified and addressed issues, minimizing manual work and streamlining processes.
- Collaborated across departments for process standardization, achieving maximum efficiencies and SLA adherence.
- Maintained daily productivity and monthly reports, enhancing process transparency and effectiveness.
- Ensured total customer satisfaction, resolving escalated and legal issues from vendors promptly.
- Provided mentoring and professional growth support to team members, contributing to their development.

Mar 2005 – May 2010 | Thomson Reuters India Private Limited **Process Lead (Accounts Payable)**

- Spearheaded continuous process improvements and system enhancements, optimizing efficiency and accuracy in Oracle and SAP.
- Served as the key liaison with banking partners and P2P functions, facilitating seamless integration during the core transition from Oracle 11i to SAP 6.0.
- Successfully led the transition and stabilization of payment and procurement processes from Singapore to India, ensuring uninterrupted operations.
- Expertly handled escalations, collaborating with stakeholders including buyers, vendors, and the CSR team, resulting in reduction of issue resolution time.
- Initiated and executed standardization processes within the P2P sub-processes, enhancing overall process efficiency.

Dec 2004 – Mar 2005 | Hewlett Packard India Sales Private Limited **Staffing Specialist**

- Oversaw end-to-end recruitment lifecycle, enhancing candidate quality through effective sourcing, interviews, and offer presentations.
- Collaborated with department managers, recommending top-tier talent and aligning recruitment with business needs.
- Introduced innovative campus recruitment via video conferencing, expanding talent pool .

Sep 2002 – Dec 2004 | Oracle India Private Limited **Senior Analyst**

- Streamlined revenue order auditing and booking processes, elevating team efficiency.
- Conducted targeted training sessions, elevating team efficiency.
- Managed obsolete requests, minimizing bottlenecks and optimizing productivity.
- Drove continuous process improvements and productivity analysis to enhance team performance.

TECHNICAL SKILLS

- SAP ECC6, SAP Ariba, Oracle 11i, Business Objects, PeopleSoft
- SAP Invoice Management, Kofax, RAPID
- JIRA , Elixir, ServiceNow
- SAP Concur, iExpenses, GERS

ACAMEDICS

- Executive Education Program in Strategic Management from IIM K. Certification | 2020
- Bachelor of Commerce – Mount Carmel College | 2002