**BHUWAN ANAND**

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**PROFESSIONAL SUMMARY**

With more than 10 years of experience in diverse profiles, I began my career with Bharti Airtel ltd. and holds a degree in Bachelor of Computer application (BCA) & Master of Business Administration (MBA) from the IGNOU University, while gaining global cross-industry experience in,

Asset Management Process-Policy Development/Governance Lean Six Sigma Certified

Vendor Management Customer Service Delivery ServiceNow & 2IM Order Management/ PR to PO Project/ Product Management Oracle 11i, R12 & O-fusion

Inventory Management Budgeting Agile/ Scrum Mindset Procurement/ Negotiation KYC MS Office proficient/Advance Excel VBA

**WORK HISTORY**

***Vendor & Inventory Manager - Infra & Operations*** 11/2018 to till date**IHS Markit – Gurgaon**

* Lead and develop the processes & project that will ensure accurate tracking of systems and applications throughout the environment and complies with all applicable business processes.
* Manage the operational relationship with monthly vendor review meetings, in coordination with sourcing/procurement buyer(s).
* Periodically review pricing, support & service level agreements and contractual agreements with vendors, in coordination with sourcing/procurement.
* Collaborate with a diverse team across multiple locations, providing oversight and support of all process activities.
* Maintain and support all required data in the ServiceNow IT Asset Management System in a timely and accurate fashion.
* Tracks and analyses data to assist in monitoring the costs associated with asset components.
* Functions as the first point of contact regarding inquiries related to HW inquiries on purchases/lease, maintenance/service schedules/cost, and all other information related to IT asset management.
* Supports audits on asset inventory and demonstrate compliance by maintaining accurate data in the asset inventory database
* Makes recommendations for process and procedural improvement of Integration between systems and tools.
* Assist in preparation budget and follow up execution to meet the budget deadline & renewal of orders related to services & maintenance.
* Developing training documentation and presentations for process to train Stakeholders and performs training to ensure compliance of policies and procedures.
* Work closely with Operations and Planning teams to improve business processes and, with Data Engineering and Design teams to define and build products that help us deliver with new service capabilities.

***IT Order &Asset Manager – Orange Cloud for Business*** 12/2014 to 11/2018**Orange Business Services – Gurgaon**

* Primary point of contact within Global Supply Chain for relevant supply chain related issues like ITAM, ordering requirements, Raising PR/PO, following up with vendor for the delivery of material on time.
* Managing IT assets to deliver the services to our customer with optimized costs in compliance with vendor and legal conditions.
* Manage and maintain Orange inventories for customer’s supported equipment (e.g. servers, storage) make consistency check with vendor inventory and fix the gap.
* Manage operational relationship with monthly vendor review meetings, in coordination with sourcing/procurement buyer(s).
* Periodically review pricing, support & service level agreements and contractual agreements with vendors, in coordination with sourcing / procurement.
* Assist in preparation budget and follow up execution to meet the budget deadline & renewal of orders related to services & maintenance.
* Liaise/Answer/manage queries from accounts payable & sourcing departments with respect to receipting and payments/validation of invoices.
* Being Part of various service improvement projects / programs within Global Supply Chain to improve & ensure effective collaboration and coordination of Vendor efficiency, customer satisfaction, invoice management, Purchase Order Management & Inventory Management.
* Manage EOSL (End of service life) by identifying what equipment/license will be EOSL and when and making sure appropriate action plan is being executed.

***Commercial Manager* – *Contract Delivery Shared Services*** 2/2013 to 12/2014 **British Telecom** – **Gurgaon**

* Act as a first point of contact for "top-tier" corporate customers of BT, having large and complex contracts for daily operational matters or with moderately complex issues to deliver critical business functions with Client interaction (customers with strategic importance and complex relationships).
* Responsible to provide procurement support to the global buying teams from remote location on Vendor Set up, legal entity checks to deliver process efficiency to BT Group.
* Relationship Management with corporate and ensuring all their queries are effectively addressed within the prescribed timeline/SLA. Identify process gaps and drive process improvements.
* Responsible to handle Invoices/Billing & Purchase orders processing and payment follow-up for vendors & customers including Accounts receivables/Payables by assuring Cost and Revenue.
* Communicates with both internal and external customers at the individual and management levels.
* Resolves operational issues that may arise from the end-to-end Procurement process (e.g., order status, returns, and deliveries, billing, returns and payment to supplier on time).
* Liaising and co-ordinate with suppliers to deliver BT’s requirement and vice-versa and handle their queries regarding the process.
* Responsible for complete Supplier registration process with proper documentation & Supplier database management and by following KYC procedure as per company guideline.
* Accountable for Process Documentations like SOPs and support for new initiatives.
* Creating and issuing monthly MIS on Vendor creation, Invoice/Billing Backing sheet & Reconciliation report of Invoices with Purchase order status and other ad hoc requests from the senior management.

***Procurement Executive –Supply Chain Shared Services*** 12/2008 to 02/2013  
**Bharti Airtel Limited** – **Gurgaon**

* Part of a team tasked with strategic procurement & supply chain activities related to service partners to maximize margins whilst delivering best in class customer experience.
* Assessing tenders from prospective Service suppliers and Represent Company in negotiating contracts and formulating policies with suppliers.
* Negotiated appropriate commercial and contractual arrangements with suppliers and for all products and services in management control, including loading information onto appropriate systems.
* Managed Service Vendors to ensure delivery against contractual and commercial commitments and “In Contract” supplier performance and ensure business benefit is realised.
* Monthly Meeting with Vendors and Closure of issues highlighted during Vendors meetings, to enable excellence in vendor relations whilst ensuring adherence to corporate policies.
* Facilitated organized record retrieval and access by maintaining filing system through document management and record keeping of purchase orders, contracts and Invoices.
* Responsible for ensuring on time payment, Invoice Processing and monitoring vendor payments on daily basis with payment follow-up.
* Contract drafting, Contract Renewal or amendments and contract Negotiation.
* Performed accounts receivable duties including invoicing, discrepancies and reconciliations.
* Invoice Reconciliation and 100% collection of no Due Certificate from all Vendors.
* Established, Managed and Maintained Suppliers partnerships and development.
* Monitor & resolve vendor account details for non-payments, delayed payments and other irregularities and by KYC procedure & investigating documentation; issuing stop payments, payments, or adjustments.

**EDUCATION**

* Master of Business Administration, June 2015  
  Indra Gandhi National Open University - New Delhi
* Bachelor of Computer Applications, June 2010  
  Indra Gandhi National Open University - New Delhi

**CERTIFICATIONS**

* Certified Hardware Asset Manager, July 2019

Service Now

* Lean Six Sigma Green Belt Certified, November 2017

QAI Global Services – New Delhi

**COURSES**

* Agile Software Development - Linkedin Learning, March 2020
* Scrum Master - Linkedin Learning, March 2020
* Product Management - Linkedin Learning, June 2019
* PMP - Linkedin Learning, June 2019

**ACCOMPLISHMENTS**

***Projects***

***Autonomics Program***  Mar’18- Apr’18

This Project was initiated by the Senior management of Orange to Inculcate the culture of adopting Automation & awareness within the organization to "Change the mindset" and How Automation is changing lives and its positive impact and keeping our horizon bigger to use of AI by 2020(Artificial Intelligence) in our operations. An objective of this campaign was to promote more automation within the organization from a smaller to a larger scale and I was tasked to promote the reflection of this Program within the organization.

To promote and implanting it within the DNA of the employees Automation Day was celebrated with below concept: -

1. Cut-outs/Teasers - Printouts, Mouse Pads & System Stick-on mentioning the highlights related to Automation project and were placed on desks/monitors

2. E-Mails - Employees were notified on a regular basis about the Automation Awareness and its benefits via e-mails

3. Presentations - Small presentations highlighting the benefits of the Automation and were run on the plasma TV placed on the floor

4. Feedbacks - Feedbacks from employees were collected on existing Automation projects and were played on plasma tv placed on the floor

***1-ClickTraining*** Nov’15– Dec’15

The 1-ClickTraining program was started to promote the internal training among the employees and to gauge more audience to the Internal Learning platform of the organization. By the end of the program, employees were aware of technical training for which they were looking for external vendors.

***Central Knowledge Portal*** Oct’18 – Nov’18

Central IT order management Portal was created to keep the process guidelines, information, documents related to process and Best practices in one place. It provides a central location to collect, contribute and share information.

***Vendor Payment on Time*** Nov’17 – Sep’18

This project was scoped to Improve the payment cycle on time from all approvers and maintain consistency which would enable to meet the target process. Payment on time could also translate into monetary benefits because suppliers will be willing to offer discounts for being qualified as a “preferred” partner.

***Reports Automation*** Aug’13 – Nov’13

Automation of reports using a VBA macro in excel and reducing Project work up to three days. This project aimed to automate the redundancy task & reporting done on daily & monthly Project reports via Excel VBA Macros. By the end of the project, I was able to save 3 days of working in a month.

**LANGUAGES**

* English
* Hindi

**INTERESTS**

* Learnt Self Defence Skills like Boxing, Karate &. Taekwondo.
* Travelling and exploring new places.
* Associated with Sonadi Charitable Trust NGO for Animals.