

Shuvro Basu

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PROFESSIONAL SUMMARY

Technical Programme Orchestrator & Transformation Leader — engineering the operating architectures that allow Finance and Technology organisations to scale without losing control, speed, or process integrity. Across **\$30M+ transformation portfolios, 140+ continuous improvement initiatives, and 25+ enterprise go-lives**, work consistently spans business process, ERP architecture, automation, AI governance, and financial controls — synthesised into operating systems that are measurable, resilient, and executable. Proven in managing cross-functional teams and executive stakeholders across multi-geography programmes — translating business requirements into ERP integrations, automation, and SaaS deployments with measurable working capital and DSO impact. Recently concluded a Finance transformation programme at Booking.com as sole Order-to-Cash workstream owner; actively seeking next opportunity. Dutch residence permit in place; no visa sponsorship required. Holds MSc IT, Certified Scrum Master, ITIL Foundation, and ISB Management Programme.

Top 5 Clifton Strengths: Achiever | Analytical | Strategic | Arranger | Intellection

CORE SKILLS

GBS & Shared Services: Operating model design · Target operating model definition · Outsourcing mobilisation · SOW/MSA governance · Transition planning · BAU handover

Finance Process Transformation: Order-to-Cash · Procure-to-Pay · Record-to-Report · Accounts Receivable Automation · Working Capital Optimisation · DSO Reduction · Revenue Leakage Prevention · E2E Value Chain Integration · Dispute Management · SLA Compliance & Process Standardisation · e-Invoicing

IT Service Management: SLA/KPI/OLA framework design · Incident management · Change management · Problem management · RAID · CSAT · ServiceNow · ITIL

Programme & PMO Delivery: End-to-end programme lifecycle · Stage-gate governance · Integrated planning · Risk & dependency management · Executive reporting · MS Project · Jira

Technology & Platforms: SAP · Oracle · ERP integrations · Automation Anywhere · ServiceNow · Confluence · SharePoint · Teams · MS Project · Excel · PowerPoint · VBA

Stakeholder & Commercial: C-suite & executive engagement · Presales support · Proposal contribution · Client development · Vendor & RFP management · Workshop facilitation

Team Leadership: Cross-functional teams up to 50 · Coaching & mentoring · Agile · Waterfall · Hybrid delivery · Continuous improvement

PROFESSIONAL EXPERIENCE

Booking.com — Amsterdam, Netherlands — OPEX Project Manager | Sep 2025 — Mar 2026

Sole Order-to-Cash workstream owner on a company-wide revenue model transformation impacting \$100M+ revenue across multiple markets. Contract-based engagement.

- Drove \$100M+ revenue impact as sole Order-to-Cash workstream owner on a company-wide Finance transformation — end-to-end accountability from design through go-live across multiple markets.
- Owned workstream delivery across design, requirements, build, testing, and go-live — maintaining integrated plans, dependency logs, and risk documentation throughout.
- Managed 10+ senior and executive stakeholders across Finance and Technology; delivered weekly programme updates to Finance leadership and executive-level briefings.
- Drove scope definition, impact analysis, and operating model assessment in close collaboration with Order-to-Cash subject matter experts across multiple markets.
- Led parallel tool transformation targeting 20% year-on-year reduction in manual effort; coordinated multi-country deployment across technology teams.
- Applied process automation to internal reporting workflows, improving operational visibility and reducing manual effort across the programme.

Order2Cash – Anachron (Billtrust) — Amsterdam, Netherlands — Senior Program Manager | May 2022 — Sep 2025

Led end-to-end global implementation of Billtrust Accounts Receivable platforms for 25+ clients across EU markets, delivering all go-lives on time and within budget, achieving 70% client satisfaction score.

- Delivered 25+ EU Accounts Receivable platform go-lives — all on time, within budget — achieving 70% client satisfaction across diverse enterprise environments.
- Managed full programme lifecycle — from process discovery through design, build, SIT, UAT, training, go-live, and hypercare — owning scope, budget, risk, and stakeholder communication at each stage.
- Drove process redesign and target operating model definition for Order-to-Cash and Accounts Receivable functions across diverse client environments, translating business requirements into functional design documents approved by clients and delivery teams.
- Coordinated ERP connector integrations (SAP, Oracle) and payment platform onboarding (Twipay) across EU markets, managing data exchange, configuration, and adoption end to end.
- Partnered directly with product team to shape platform capabilities based on client needs and market signals, influencing product prioritisation and roadmap decisions.
- Led legacy platform decommissioning and migration for 10+ enterprise clients; managed application rationalisation, continuity of service, and transition to modern platforms.
- Produced executive reporting on scope, delivery status, and risk — translating programme data into clear visual narratives for senior stakeholder alignment.

Accenture Solutions Pvt. Ltd. — Manager, Business & Technology Delivery | Jul 2005 – Apr 2022

Dual-phase career spanning service management consulting and technology programme delivery across Fortune 100/500 clients in FMCG, Banking, Pharma, Telecom, Insurance, and Consumer Goods — including GBS/shared services setup, outsourcing mobilisation, and enterprise platform implementation.

- Drove 140+ continuous improvement initiatives across People, Process, and Technology — spanning SLA compliance, process standardisation, and working capital optimisation; served as single point of contact for FY14 Technology Product Steering Committee (\$140M+ proposed expenditure).
- Designed and implemented SLA, KPI, OLA, and governance frameworks for 30+ global Fortune 100/500 clients across Order-to-Cash, Procure-to-Pay, and Record-to-Report — covering 500+ contractual service levels with automated dashboards, root cause analysis, and DSO reduction targets.
- Managed client satisfaction and SLA compliance programme across 70+ global clients — survey design, outcome-driven improvement actions, and dispute management frameworks aligned to B2B payment performance.
- Led and mentored cross-functional teams of up to 50 professionals including Functional and Technical Architects and Business Analysts; achieved 40% productivity increase and 10% cost reduction through cross-training.
- Spearheaded end-to-end value chain integration for pharma clients (6 clients, 16-person team) — reporting integration covering 350+ reports across 10 clients and 33 FTE workloads; planned benefit of \$109K over five years.
- Delivered three end-to-end contract management tool implementations: ITSM-based change management platform (\$200K, 4–5 months); Order-to-Cash SaaS platform with SAP/Oracle integration and full security evaluation (9 months); treasury services contracting platform for insurance vertical (7-month pilot, 3,000 accounts).
- Led enterprise Finance & Accounting platform implementations end to end — business requirements, functional design, ETL and ERP integrations (SAP, Oracle), UAT, go-live, and post-go-live support; revenue leakage prevention through duplicate payment detection embedded at platform level.
- Supported presales and outsourcing mobilisation — scoping SOW/MSA, back-office setup, and service management framework design (ITSM, SLA reporting, CSAT) for each new client transition.
- Managed and mentored 40+ SM analysts across Chennai delivery centre; led inter-company merger PMO (1,000+ FTEs, Asia-Pacific); reduced healthcare roster error rate from 13% to 0% within one year through process automation (4,000+ personnel, 60+ sub-contracts).
- Built and delivered duplicate payment monitoring tool from scratch (team of 6; zero defects, on time, on budget); delivered RPA implementations using Automation Anywhere and designed Accenture Insurance vertical service management framework.

American Express India Private Limited — MIS Analyst & Team Leader | Apr 2003 – Jul 2005

Credit & Collections, US corporate card base; ~100-agent contact centre.

- Built MIS suite for VP-level reviews (team performance, portfolio trends, collections analytics); led team of 15–20 executives across coaching, compliance, and process improvement; prepared executive reporting for VP Operations Asia Servicing.

Earlier Career

Earlier roles in technical support, BPO operations, IT training & courseware development, and pharmaceutical administration — establishing the technical foundation and client-facing discipline carried through the career.

ADVANCED TECHNOLOGY FEASIBILITY & STRATEGIC R&D

- **S.T.O.P. Sentinel — Zero-Cloud Clipboard DLP Framework:** Architected a local-first clipboard DLP agent combining native OS clipboard interception with a Python policy engine — detecting and redacting credentials, API tokens, payment instruments, and PII at clipboard mutation time using regex rules, Luhn validation, and Shannon entropy heuristics. 83 default rules; 100% recall, 0% false positives on synthetic corpus. Programme-ready architecture; published on GitHub and Zenodo.
<https://doi.org/10.5281/zenodo.21859755>
- **AI-Powered Credit Risk & AR Cash Flow Engine** — Operational proof-of-concept for explainable AR portfolio intelligence: bucket aging analysis, 30/60/90-day cash flow forecasting, and defaulter scoring — fully local, ERP-ready, no cloud dependency. Built to validate feasibility of embedding AI-driven credit risk signals into Finance transformation programmes. Stack: FastAPI, PostgreSQL, React, Celery, Tailwind, llama.cpp. Published on HuggingFace.
- **Zenodo — Strategic Technical Analysis:** "AR Fraud Isn't a Detection Problem. It's an Identity Problem." (July 2026). Analyses the structural failure of AR fraud detection at the identity layer and proposes a blockchain-anchored DID architecture as a programme-deliverable solution. Grounded in hands-on O2C delivery experience across 25+ EU client go-lives.
<https://doi.org/10.5281/zenodo.21471342>
- **Zenodo — High-Efficiency Data Infrastructure Study — Scalable Archive Systems:** "IARC V2: Model-Assisted Image Archive Compression and Reconstruction" (August 2026). Feasibility study into model-assisted compression pipelines for scalable enterprise archive environments; examines throughput optimisation and reconstruction fidelity under operational constraints.
<https://doi.org/10.5281/zenodo.21808966>
- **Zenodo — High-Efficiency Data Infrastructure Study — Video Compression Systems:** "Design and Implementation of SBV: A Proof-of-Concept Hybrid Video Codec" (August 2026). Feasibility study into hybrid spatial-temporal codec architecture for high-scale data environments; explores throughput and fidelity trade-offs relevant to enterprise media infrastructure.
<https://doi.org/10.5281/zenodo.21804314>

EDUCATION & CERTIFICATIONS

MSc (IT) — Mahatma Gandhi University | **Operations Management Diploma** — ISB, Hyderabad | Certified Scrum Master (CSM) — Scrum Alliance | PMP Trained — PMI | ITIL Foundation | Six Sigma Green Belt Training | EITCA Information Security | EITCA Artificial Intelligence (in progress) | Google Cloud Professional Certificate — AI | Microsoft Certified Professional (VB 6.0) | Advanced Diploma in Computer Applications | English (C1) | Dutch (A2)