

Arpit Godha
Senior Process Executive

Jaipur, Rajasthan - Email me on Indeed: [indeed.com/r/Arpit-Godha/4c363189fbff3de8](https://www.indeed.com/r/Arpit-Godha/4c363189fbff3de8)

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To be associated with a progressive and growing organization and utilize my knowledge and skill to add value to self and the organization.

Willing to relocate: Anywhere

WORK EXPERIENCE

Senior Process Executive

Accenture Services Pvt. Ltd -

February 2016 to March 2018

Roles & Responsibilities: -

Planning and Organizing: Handling and Planning team activities, priorities and handle contingencies to meet the set goal.

Customer Orientation: Builds good rapport with the customer by understanding and responding to their needs and acting as a trusted advisor.

Customer Interaction: Handle escalation at the process level in order to ensure high level customer satisfaction.

Analytical Ability: Analyze and resolve the problem by identifying the elements and relationship of a problem in a systematic way.

Knowledge and Operation Management: Knowledge of operation to implement the process with guidance and manage day to day operation.

Process Reengineering: Participate in the ideation process and produce documentation and train the team on reengineered process in order to meet the client and internal commitments on a continuous basis.

Reporting: Prepare Volume Tracer, Audit Tracker, Utilization Tracker, Dashboard and SLA Tracker report to the supervisor.

Ownership: Always complete the given task before the TAT with accuracy and used to do the QC as well of other team members.

Leading KT Session: Took many sessions on call with the client and understand the process or activity.

Trainer and Trainee: Give cross training to other resource for creating back up and take the training as well.

Innovative: Give many automation ideas which reduce the AHT of the activity and give benefit to the client as well.

Work with Different Regions: While working in Accenture I worked in so many countries like

Austria, Spain, Germany and UK as well.

Prepare the DTP: While RKT session with the client I understand all the activity and prepare many DTP/SOP.

Leading Client Call: In Accenture I used to lead call on weekly basis regarding the SOM (State of Mind)

<https://www.indeed.com/r/Arpit-Godha/4c363189fbff3de8?isid=rex-download&ikw=download-top&co=IN>

Whiteboard: Prepare whiteboard to showcase the work status of the team regularly.

Key Responsibilities in Operations: -

Creating customer on ADMARC

Maintain the customer master data

Book the received orders from customers

Create delivery for the orders

Prepare the AR Aging report

Prepare the remittance for the special customers

Prepare Pre-notification letter for pending invoices and send to the customers

Follow-ups with the customers regarding the pending invoices

Prepare the dunning letters for unpaid invoices

Apply payment on the customer's account as per the remittance

Work on unapplied payments

Apply ACH (automatic clearing house) payment

Reconciliation between GL account and customer account on month end

Process Executive Infosys

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July 2013 to February 2016

EDUCATION

B.COM

University of Rajasthan

2011

Senior secondary

2008

SKILLS

TRAINING (2 years), CASH (Less than 1 year), EXCEL (Less than 1 year), SAP (Less than 1 year), WINDOWS 7 (Less than 1 year)

ADDITIONAL INFORMATION

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Good communication skills

Excellent logical reasoning
Innovative and creative
Quick learner
Good knowledge of tools like (SAP, ADMARC, PPI)
Positive attitude to words the problems and solving ability

Projects Completed: -

Reduction in AHT for reports which resulted in \$ savings for the client.
Reduction in AHT for Pre-notification letter which resulted client & customer satisfaction.

Computer Proficiency: -

Basic Word, Excel and Power Point Presentation
Windows XP and Windows 7
Good knowledge of SAP

Professional Trainings Attended: -

Competencies based training: Milestone 2.0, Business communication, Walk the talk, Analytical ability
Business Excellence: OTC (Order to Cash)
Domain Certification: T100
Quality Based trainings: CTM