



Aradhana Giri

Career Objective

To utilize my technical, database and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends.

Experience

08/2023 - Present

MONEYTAP - MWYN Tech Pvt Ltd. | Bangalore
Senior Associate / Finance Operations

- Assisting with the preparation of Disbursement and Repayment reconciliation.
- Coordinating with the internal stakeholders to update the payments to the system.
- Processing requisition and other business forms, checking account balances, and approving purchases.
- Advising other departments on best practices related to changes in purchase behavior and procedures.
- Managing account records, issuing invoices, and handling payments.
- Collaborating with internal departments to reconcile any accounting discrepancies.
- Analyzing financial data and assisting with audits, reviews, and tax preparations.
- Reviewing existing financial policies and procedures to ensure regulatory compliance.

07/2022 - 07/2023

Slice - GaragePreneurs Internet Pvt Ltd. | Bangalore
FinOps Executive

- Managing various financial partners and ensuring the resolution of issues within defined TAT.
- Partners Payment reconciliation and providing resolution to any ad hoc conflicts.
- Continuously evaluate and identify opportunities to drive process improvements.
- Financial monthly closure and report generation.
- Responsible for producing daily / weekly / monthly / quarterly / annual reports.
- Managing digital/co-lending partnerships and ensuring timely and seamless delivery of partner's requirement in coordination with internal stakeholders.
- Handling complete Co-lending repayments & re-conciliation under TAT.
- Address key concerns and present solution for both existing & as well as potential partners.

08/2021-06/2022

Operations Executive

- Handling the daily operations of the card business using Tools such as Mongo DB, Periscope.
- Coordinating with intermediate stakeholders like M2P, to set recurring processes.
- Maintaining the data transparency between the Card business team & other dependents at the organizational level.
- Monitoring the refunds processed received from the merchants.
- Dispute Reconciliations.
- Money movement from accounts and maintaining records.
- Regular interactions with 3rd party for Dispute Resolution as per Visa Guidelines using Internal Tool - Bee Recon.
- Updating team and providing resolution to the customers and maintain the grid.
- Involvement in monthly billing - Clearing Exceptions based cases for hassle free process.
- Handling Visa settlement, refund processing and Reconciliation

Contact

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Education

2017-2019
MBA - Retail and Supply chain Management
Ramaiah Institute of Management Studies

2013-2017
Bachelor of Engineering- Computer Science
SJC Institute of Technology

Skills

- Data Analysis Tools- Excel
- CRM tools - Lead Management System, Yubi.
- DBMS - Mongo DB, Periscope, Trino, Databricks.
- Reporting tools (MS-Office)
- Communication and Interpersonal skills.
- Understanding of Statistics.

Certifications

- **Infosys Campus Connect Certificate**
SJC Institute of Technology
- **Industry Oriented Vocational training program Certificate**
JANUS
- **Six Sigma-Green belt**
Ramaiah Institute of Management Studies
- **Advanced Excel course**
Edupinnacle

Experience

04/2020 - 07/2021

ICICI Prudential

Key Relationship Manager

- Establishes relationships proactively and grows customer intimacy with the product.
- Implementing the strategy and adapting it to changing market conditions.
- Manages customer relationships and serves as the escalation point of contact for customers.
- Review own service performance, aiming to achieve excellent results in client satisfaction surveys, and working closely with other team members in achieving overall strategic business objectives.
- Coordinates regular communications with assigned accounts decision makers, including the presentation of Business Review.
- Automating and developing documentations for each process.
- Responsible for producing daily / weekly /monthly / quarterly / annual reports using CRM Tool – Lead Management System & executing documents upon receipt, and document exceptions within current authority.

06/2019-03/2020

Business Trainee

- Completing all assigned tasks and assisting with day-to-day operations.
- Participating in meetings, workshops, and other learning opportunities.
- Observing and learning from experienced staff members.
- Gaining knowledge of company policies, protocols, and processes.
- Taking detailed notes and liaising with Managers, Supervisors, and other senior staff.
- Fulfilling any requirements and meeting goals set out at the start of the traineeship.