

ROCHELLE PERES

PROFESSIONAL SKILLS

- Microsoft Office proficiency.
- Advanced Excel.
- Acquired proficiency in Oracle Fusion, Oracle R12 and Inspyrus. Tally ERP with GST.
- Brookasure ERP.
- Service now.
- Stakeholder Management. Customer success championship.

PERSONAL SKILLS

- Strong & effective communication. (Oral & Written)
- Data Analysis.
- Strategic Thinking. Problem-Solving.
- Process Improvement.
- High Attention to Detail.

AWARDS

- Customer Service Champion award, March, 2025.
- Star of the month award | January 2024.
- Client Care Champ | May, 2021.
- Gratitude award for Event Organisation and Management | October, 2021.

CONTACT

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ABOUT

Detail-oriented and proactive Accounting Professional with extensive experience in PTP, OTC, vendor management and customer service. Proven track record streamlining processes, resolving discrepancies, and maintaining accurate financial records. Seeking a dynamic role to challenge myself and contribute to business success.

WORK EXPERIENCE

LEAD

IBM (formerly GXO Logistics)

- Ensured timely and accurate processing of all transactions, minimizing operational risks and maximizing efficiency.
- Automated high-volume invoice uploads via IHub using macros, improving processing speed.
- Directed the customer service team, delivering exceptional service by promptly and accurately resolving inquiries within established turnaround times (TAT).
- Collaborated with internal and external stakeholders to streamline invoice approvals, resulting in faster processing times and strengthened vendor relationships.
- Contributed to process improvement and operational enhancement projects.
- Served as a subject matter expert (SME), providing colleagues with training, guidance, and support.
- Facilitated team stand-up sessions to address the team queries and provide them with a resolution.
- Internally auditing the invoices to help team members with quality improvement.
- Actively participated in month-end closing activities.

ASSOCIATE- FIDUCIARY

Marsh McLennan Global Services India Private Limited (MMGS)

- Ensuring resolution of queries raised by clients and Insurers, including prompt response to their satisfaction.
- Cash accounting and collection services for business transactions with clients and markets, ensuring timely receipt and settlement of payable balances.
- Application of the cash received as per the remittances and reconciliation.
- Generated detailed monthly reports for management, providing insights into payment cycles and identifying areas for improvement.
- Prepare journal entries, payments, and interpret client billing/invoicing needs.
- Maintained a strong focus on ethical conduct and business practices, escalating and reporting control issues with transparency.
- Liaising with Clients and Insurers.

INTERESTS

- Martial Arts – Trained in Mixed
- Martial Arts and Self Defence. Trekking - Travel Enthusiast And Swimming.
- Journaling – Daily experiences and adventures.

ACCOUNTS OFFICER

Transformatrix LLP

- Executed a pilot project to provide end-to-end accounting business traders. service to small
- Maintained accounting records of clients while clearing a b
- Processing and auditing invoices of the parent company an acklog of 8 months.
- Outbound calling to collect payments from accounts receiv d clients.
- Maintain precise records of all vendor onboarding and pay able.
- Responsible for invoicing and keeping a record of all invoic ments.
- GST registration, reconciliation, GSTR-1 and GSTR-3B retu es.
- Preparing guidelines and process SOP for MSME registrati n filing as per GST
- Trained and carried out quality checks for MSME registrati on.
- Identified trends and made recommendations for process i n.
- Trained and supervised the new employees, ensuring they mprovements.
- Member of the ICC in accordance with the Posh Act, 2013 .

EDUCATION

BACHELOR'S IN MANAGEMENT STUDIES - (B.M.S.) DON BOSCO COLLEGE, MUMBAI UNIVERSITY - OVERALL GPA : 8.14

HSC
ST. XAVIER'S HIGH SCHOOL AND JUNIOR COLLEGE - SCORED OVERALL 75.85%

SSC
ST. XAVIER'S HIGH SCHOOL AND JUNIOR COLLEGE - SCORED OVERALL 77.40%