

Apurva Chavan

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Profile

A highly analytical and detail-oriented Professional, armed with an MSc in Accounting and Finance from the University of Greenwich, and a proven track record as an Account Manager and Business Analyst in top-tier firms in India. Proficient in managing robust accounting systems, performing meticulous financial analysis and reconciliations, and ensuring absolute data integrity and regulatory compliance. Bring a history of achieving process optimisation and implementing strategic automation solutions, coupled with a keen aptitude for strategic planning and financial decision support. Adept at enhancing client relationships and customer satisfaction, with substantial achievements in optimising tax filing procedures and invoice processing to improve cash flow. Equipped with advanced Excel skills, a comprehensive grasp of corporate finance and management accounting principles, and a capacity for critical thinking and risk management. Poised to apply an extensive skill set, strategic insights, and a forward-thinking approach to drive financial excellence in a dynamic accounting role. Eligible to work in the UK, and a fluent communicator in English and three other regional languages, positioned to bridge cross-cultural teams effectively.

Education and Training

MSc in Accounting and Finance, University of Greenwich – 2023

Bachelor of Commerce in English, Maharaja Sayajirao University – 2018

Work Experience

Dec 2021 – Aug 2022

Account Manager, Sushruta Innovation & Wellness Private Limited (India)

Upheld comprehensive product knowledge whilst spearheading the upkeep of a meticulous accounting system to monitor fiscal movements. Diligently performed tax preparations expedited filing processes, and my adept handling of billing disputes significantly elevated client contentment and loyalty. Maintained an exhaustive and current understanding of accounting systems that accurately track the company's financial activities, including expenses, revenues, and profits, ensuring compliance with financial policies and regulations. Conducted regular, detailed reconciliations across general ledger, bank, and credit card accounts, guaranteeing precision and reliability in the company's financial data.

Key Achievements

- Leveraged extensive product and service knowledge to inform financial strategy, contributing to a **15%** growth in product-driven revenue.
- Initiated and executed an upgrade to the existing accounting software which increased processing speed by **20%**, thereby boosting productivity and data processing efficiency.
- Devised and implemented a customer feedback system that addressed billing concerns, leading to a **35%** improvement in customer service ratings and a tangible increase in client retention rates.
- Efficiently managed and processed invoices and payments, enhancing the accounts receivable system, which led to an improvement in cash flow through increased collections.
- Prepared and filed the company's annual tax returns promptly, optimising the process to achieve a quicker filing turnaround, thereby ensuring statutory compliance.
- Investigated and settled customer billing disputes, adopting a proactive approach that enhanced customer satisfaction and fostered client retention.

May 2018 – Dec 2021

Business Analyst, TATA Consultancy Services (India)

Was instrumental in synthesising business needs with technical solutions, using a comprehensive approach to data analysis and system reporting to deliver actionable insights, resulting in cost savings and enhanced customer satisfaction. Coordinated project development and implemented automation to support the company's move towards a more agile and customer-responsive business model.

Key Achievements

- Formulated a detailed business case advocating for a major capital investment, which, after my effective presentation, secured the necessary approval from senior management. This investment was pivotal in modernising infrastructure and scaling up the business's operational capabilities.
- Spearheaded the creation of a dynamic reporting system that delivered real-time insights into customer satisfaction and product performance, a critical tool that enabled the company to swiftly react to market trends and customer needs, leading to a marked improvement in service delivery.
- Conducted a deep dive analysis of extensive customer feedback data, identifying key trends that informed strategic improvements in product development. This initiative was fundamental in refining product offerings and driving a significant uplift in customer satisfaction metrics.
- Provided comprehensive financial data analysis, which was instrumental in informing management decisions. My insights into financial trends and variances underpinned the strategic planning process, enhancing the company's financial stability and growth trajectory.
- Managed and executed the delivery of three Robotic Process Automation projects that encompassed OCR and RPA technologies, leading to more efficient mortgage service operations. These projects not only achieved faster turnaround times but also increased accuracy in service delivery, thereby yielding substantial cost savings for the company.

Professional Skills

Accounting Systems Management | Financial Analysis | Reconciliation | Tax Filing | Invoice Processing | Data Integrity Assurance | Regulatory Compliance | Client Retention Strategies | Performance Reporting | Process Optimisation | Automation Implementation | Project Coordination | Strategic Planning | Financial Decision Support | Capital Investment Appraisal | Customer Feedback Analysis | Technical Solution Synthesis | Agile Methodology Application | Financial Modelling | Advanced Excel Proficiency | Analytical Reasoning | Critical Thinking | Risk Management | Strategic Analysis | Corporate Finance | Management Accounting | Budgeting | Auditing Principles | Taxation Law | Ethical Decision-Making | Forecasting | Research Methods | Financial Regulation Knowledge | Business Intelligence Tools | Time Management

Language Skills

English (C2) | Hindi (C2) | Gujarati (Bilingual) | Marathi (Native)