

Anuj Joseph

Male, 32 Years, Indian

Bachelor of Commerce (B. Com)

Languages (Read + Write + Speak): English, Hindi/Urdu

Software Skills: MS-Excel, Word, PowerPoint, Windows, Android, IOS

Address: Quarter No-1/D, Street-14, Sector-5, Bhilai

Mobile: +91-8123459449, +918792378454

Mail ID: anuj19thmarch@gmail.com



PROFILE:

- ❖ State level Jr. Hockey player and Commerce graduate with **7.5 years of customer facing experience**, gained by working at a multinational (**Accenture**) as well as a **startup** (Ishan Pharma), Salwaty Home Health Care LLC. And Manish Transport.
- ❖ Skilled in consultative selling with an ability to create immediate and positive rapport with customers, and provide them with high level of customer service
- ❖ Experienced in complete consumer experience cycle, both **front end business development** as well as **back-end** resolution of customer issues and **general admin work**
- ❖ Smart worker and a quick learner (particularly in using corporate software and CRM systems)

PROFESSIONAL EXPERIENCE:

Salwaty Home HealthCare LLC, Dubai, UAE

Oct 2018 – Dec 2022

Role: Admin & Operations Manager (Flexi Hours)

- Take care of Accounting and Daily admin tasks like Cash and Insurance invoicing and follow-up
- Put up tight financial control on revenue – Timely and correct invoicing to clients and prompt follow up for collection of payments
- Continuous monitoring of expenses and keep it under control esp. supplier negotiations
- Handling and confirming the payments has been allocated to the correct invoice by taking the bank statement and doing bank reconciliation
- Payroll Preparation and WPS processing
- Coordination for all corporate and banking paperwork – Trade licenses, MOA, Bank account, monitoring
- Coordinating with PRO for all visa and DHA (Dubai Health Authority) related work for employees
- Conducting reviews and evaluations for revenue leakage, cost – reduction opportunities and manage the financial accounting, monitoring and reporting systems.
- Preparation of financial statements, revenue, expenses and collections reports monthly basis and as and when required

Ishan Pharma, Raipur, India

May 2017 - July 2018 (15 months)

A pharma distribution startup with distributorship of LabCorp India products.

Role: Business Development Associate

- Developed key accounts and customer base from scratch
 - Conducted market scouting by collecting information from ground, directories
 - Generated leads by shortlisting potential customers, cold called and took appointments
 - Accompanied the owner to meetings with key clients to close deals faster
 - Build rapport with customers, and closed sales through continuous follow-up
- Consultative selling to doctors and pharmacists and following up for pushing more products
- Continuous follow-up for collecting pending payments
- Assisted in back office operations like matching accounts, preparing quotations and proposals
- Ensuring high customer satisfaction by resolving issues in the most transparent manner
- Maintain daily sales report and conversion ratio

Accenture Solutions Pvt. Ltd, Bangalore, India

Sept 2015 - Mar 2017 (18 months)

Accenture is a multi-million-dollar global management consulting and professional services firm.

Role: Transaction Processing Associate

- Performed the credit and collection activities of a portfolio of customer accounts
- Maintained adhoc trackers for various business activities as required for the team
- Worked closely with the Sales-team to achieve past due targets by ensuring prompt payment of accounts and mitigated risk by ensuring adherence to payment terms
- Trained by Accenture in using their systems like Tally ERP 9, Enterprise Data Warehouse (EDW) and in-house CRM and softwares for invoicing and forex currency in order to maintain client's transaction records, discount claims and validate the payment and receipt history
- Corresponded with customers (call/conf. calls, e-mails) to negotiate clearance of their arrears, while ensuring that relationship is maintained
- Escalated invoice queries, short shipment, and stoppage of contract and worked with other departments to reach resolution in a timely manner
- Enhanced cash flow, minimize credit risk exposure and limit bad debt losses
 - Investigated misallocated cash and monies gone missing
 - Documented and identified accounts that required special attention or investigation
 - Monitored and escalated uncollectible accounts via the Credit & Risk manager
 - Assisted the in-house and bankruptcy teams to drive further collections

State wide industrial and mining transport operator with a fleet of 40 trucks.

Role: Trainee (Sales and Operations)

- Accompany the sales manager to meet customers to get orders
- Make quotation for orders based on discussion with customers
- Assist the sales manager to meet customers to get orders
- Make quotations for orders based on discussion with customers
- Assist the sales manager to follow up with customers for collection of payments
- Coordination with drivers for picking up and delivery of consignments

EDUCATION:

❖ **Certification in Healthcare Management**
Indian School of Business, Hyderabad

❖ **Pursuing Financial Modeling And Valuation Analytics**
Corporate Finance Institute, Canada

❖ **2011-2014 Bachelor of Commerce Bangalore University, India Major**
Subjects: Marketing Management, Principles of Management, Financial Accounting

❖ **2010 – 2011 Class 12th CBSE Board, India**
Major Subjects: Mathematics, Computer Science

❖ **Additional Certifications:**

- CIFT computer certification in MS Office packages
- NICT diploma in SQL and Excel
- Tally ERP 9.0
- Digital Marketing Certification from Google
- Diploma in Computer Networking
- Diploma in Health Science and Medical Conditions

❖ **Extra-Curricular Interests and Accolades:**

- Avid rider and have conducted **Motorbike Stunt shows** at various local events in the district
- Played as Center Forward, at finals of **State level Jr. Hockey Tournament**, Pendra, 2011
- Represented school at various **Inter-School hockey championships**, Bhilai, 2011
- **Won first prize** at Camel color contest, a district level painting competition, Bhilai 2011