Krishna N Dagli

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Summary

- Experience in various domain verticals like Services, Manufacturing & Solar Energy

- Service delivery operations including quality and knowledge management in O2C, P2P and R2R (Closing & Reporting).

- Experience in offshore transition/migration from the USA & the UK for F&A processes

- An effective change manager with extensive experience in risk management

- Exposure to ERP implementation from a Domain perspective (Migration from Timberline to ORACLE)

- Carry a track record of streamlining workflows, evolving effective operational procedures.

- Process Improvements including reduced cycle time, Identifying Revenue Leakage, cost reductions gained from improved system/process performance, productivity gains through multiple change and improvement initiatives using six-sigma and lean methodology.

- Client management & retention, ability of building relationships with internal & external stakeholders

WORK EXPERIENCE

**COMPANY NAME** – QX ltd

**JOB TITLE** – Team Leader Accounts Payable

**DESIGNATION** – Manager

**JOB ROLE** – Team handling, Transition & Internal Quality

**AHMEDABAD**

**DURATION**- **Start date / End date** – 02/09/2019 – till date

**SOFTWARE KNOWLEDGE:**

* Dream
* StarRez
* Yardi

**JOB RESPONSIBILITY**:

* Amortize the prepaid based on period of service for the expenses - for both New & Existing invoices by recording the Journal entries.
* Update the prepayment schedule in MACs with new entries recorded for the month and amortize accordingly
* Reversal of Old accruals, after they are closed, rejected or invoice received.
* Provision of New Accruals based on PO's pending invoice booking in the current month.
* Landlord Payment entries and Inter site & Inter Company Recharge between group entities
* Nominal Ledger Scrutiny of all the Nominal Account codes to ensure that the transactions are accurately recorded in that month.
* Run the Trial Balances - Monthly, Year to Date & up-to previous year end
* AP invoice posting for PO and non-PO invoices
* Payment-run for supplier
* System to system reconciliation
* Bank reconciliation on weekly basis
* Review of age analysis report for customer and doing follow-up for payment
* Review of supplier aging report and doing supplier reconciliation based on supplier statement on monthly basis
* Client interaction for various aspects of process SLA discussion and process improvement
* Transition and onboarding of project up to go-live
* Actively participation in creation of quality documentation like SOP, SIPOC, process map and Error dashboard.
* Helping in sharing input for new prospective client and in due-diligence post signoff of contract.
* Coach new hire to settle in BPO culture and giving training on process

**COMPANY NAME** – Tata Consultancy Services BPS

**JOB TITLE** – Fund Accounting

**DESIGNATION** – Team Leader

**JOB ROLE** – Team handling & Quality SPOC

**AHMEDABAD**

**DURATION**- **Start date / End date** 26/11/2013 / – 31/08/2019

**SOFTWARE KNOWLEDGE:**

* Timberline (Accounts receivable module)
* Blackline (Inter Co accounts)
* The Client connects, Trees & SAM (Internal CO’s software for data storage & invoice creation)
* Oracle R12
* SAP 730
* EPICOR
* Crystal report
* Power BI

**CERTIFICATE:**

Six Sigma Green Belt certified

**JOB RESPONSIBILITY**:

* Customer setup in Trees & Timberline.
* Preparation of invoice.
* AR (Account Receivables) aging report preparation.
* Follow-up with customer for payment.
* Preparing of Audit report.
* Working on Accrual entries on a monthly basis.
* Working on Blackline reconciliation for the inter Co transaction.
* Working on with the new acquisition of Portfolio by client. Handling complete process of on boarding of project by communication with client on call and by email.
* Handling escalation and preparing RCA for it.
* Preparation of weekly and monthly deck
* Cash application of invoice in SAP
* Searching open invoice in customer account and application of cash
* Searching of vendor account and cash application on vendors account
* Preparing AR aging report from SAP.
* Exposure to ERP implementation (Oracle SAGE, SAP & GEAC) from a Domain perspective
* Perform the analysis for daily/monthly AR and AP balancing and responsible in providing reports to General Accounting and month-end A/R to G/L balancing to assist G/L in analyzing A/R general ledger accounts.
* Assists in the development, implementation and maintenance of A/R and A/P accounting policies and procedures.
* Assist with A/R functions within the department
* Ensure customer billing is accurate and prepared in accordance to the customer’s account terms
* Process customer payments precise and timely.
* Resolves collections by examining payment terms, history and credit lines.
* Resolves account discrepancies with account managers and/or customer.

**Quality SPOC for the process and hence needs to perform the below task:**

1. Defect logs
2. SOP preparation and sign off from client
3. SIPOC
4. FMEA
5. Control chart

**COMPANY NAME** – Vodafone India Services Pvt Ltd (UK Process)

**JOB TITLE** – Email Process

**DESIGNATION** –Executive

**JOB ROLE** – Email Specialist

**AHMEDABAD**

**DURATION**- **Start date / End date** 18/09/2012 – 21/11/2013

**SOFTWARE KNOWLEDGE:**

* Citrix
* Crystal
* E-Gain

**JOB RESPONSIBILITY:**

**COMPANY NAME** – eClinical Works India Pvt Ltd.

**JOB TITLE** – Revenue Coordinator

**DESIGNATION** – Private Practice Accounts

**JOB ROLE** – Mentor

**AHMEDABAD**

**DURATION**- **Start date / End date** 26/08/2010 -21/07/2012

**SOFTWARE KNOWLEDGE:**

* Sage
* E - Manager

**JOB RESPONSIBILITY:**

* Take appropriate action on contract signed between the Client and eClinical Works.
* Handling the private practice and small enterprise accounts.
* Communicate with the client as well as with the other teams in the company through emails or calls on a daily basis.
* Solving client queries for the tickets created by them about the invoices.
* Updating the invoices and other necessary information on a regular basis and also sharing them with the clients.
* Use to prepare various reports.
* Creating the patient appointment.
* View the patient demographics.
* Generating the Ticket from the EMR software.
* Checking the medical record of the patient.

**COMPANY NAME** – Quality BPO Service Pvt Ltd.

**JOB TITLE** –

**DESIGNATION** – Junior Accountant

**JOB ROLE** – Handling Payroll

**AHMEDABAD**

**DURATION**- **Start date / End date** 08/05/2008 – 08/10/2008

**SOFTWARE KNOWLEDGE:**

* Merit

**JOB RESPONSIBILITY:**

* Handling daily Payroll for the nurses working in the UK.
* Creating the Companies in the software.
* Making necessary changes in the Tax codes

**COMPANY NAME** – Pace Setters Call Center.

**JOB TITLE** –

**DESIGNATION** – Tele Marketing Executive

**JOB ROLE** – Prepaid to Postpaid migration.

**AHMEDABAD**

**DURATION**- **Start date / End date** 24/05/2005 – 23/10/2006

**JOB RESPONSIBILITY:**

Making call on behalf of Hutch and convince customers to purchase post paid connection. It was target oriented job. I was able to achieve the target every month and always deliver over and above the target assigned.

EDUCATION

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SL.NO** | **Qualification/Degree** | **Name of University / Board** | **Percentage of Marks obtained** | **Year of Passing.** |
| 01. | MCOM | Gujarat University | Pass | 2010 |
| 02. | B.com | Gujarat University | 62% | 2008 |
| 03. | Higher Secondary School Certificate | Shree Narayan guru Vidhyalaya | 66 % | 2005 |
| 04. | Senior Secondary School certificate | Shree Narayan guru Vidhyalaya | 66% | 2002 |

COMPUTER SKILLS

Windows, MS Office, MS Excel, MS Word, Internet Application

LANGUAGE

English, Hindi, Gujarati

Current CTC

9.24 Lakhs PA