Abhinaya.S.Acharya

W/o Sandesh Acharya

No 19/2185/30.F-10

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**Professional profile**

Work well in challenging, fast-paced, high-stress and deadline-oriented environments individually or as part of a team. Focused on consistent quality of work and desired to assist at higher levels of business operations.

**Objective**

“To be a successful Manager being accountable in critical projects”

**Education and Qualification**

|  |  |  |
| --- | --- | --- |
| **Bachelors**  *Key modules* | | **B.Com, Seshadripuram Commere College**  Finance, Cost & Corporate Accounting. Advanced Financial Management, Corporate Financial Policy Income Tax; Business communication;. |
| **Computer Proficiency** | MS Office -Word, Excel, Oracle11i and power point. | |

**WORK EXPERIENCE**

**Tesco Hindustan Service Centre**

June 2011 – February 2015

**Senior officer- Financial services.**

* Accountable and responsible for team of 4-5 team members of payment, query resolution team, reporting & quality analysts.
  + Interact independently with clients and obtain clarifications.
  + Perform the root cause analysis for the invoice fallouts and arrive at  
    the solution with 5WHY analysis and 1 HOW.
  + Prepare Weekly Trail Balance Report and Payment history report.
  + Make sure that the SLA’s are metand have good control process to avoid any issues.
  + Make payments on-time to the suppliers.
  + Resolve any supplier payment issues and queries.
  + Posting invoices/ credit notes in ORACLE.
  + Resolving any Supplier setup issue
  + Reconciling the supplier accounts and preparing reconciliation statements.
  + Revenue in terms of return collection for goods for resale.
  + Audit recovery documents and special accounting of written off goods from stores.
  + Coordinate with the clients – Be the first point of contact and the  
    subject matter specialist
  + Delivering FTP reports on daily basis.
  + Maintaining leave planners, measuring and analysis of productivity of the team.
  + Accountable for productivity and development of the team.
  + Ability to review, analyze and qualify errors as data, technical or business process error.

**Achievements**

* Successfully completed the **Bronze Level – Retail Certification Programme**
* Received value awards for the effort in reduction of the volume.
* Received certification of appreciation individual for quarter and also the team of the year
* Value award received for idea next- in simplifying the process and in reduction of effort for colleagues.

**Attributes**

* Good communication and interpersonal skills
* Strong Analytical skills
* Meticulous and hard working
* Displaying initiative and independence and can work on own or as a part of a team
* Setting higher standards of performance and can demonstrate high levels of motivation required to meet the tightest of deadlines.

### Horizon Enterprises (citi process)

### Designation: Customer Assistant Specialist

### June 2008 – May 2011 (Part time)

### Job responsibilities

### Handling Written off Bucket 7 Credit card calling for Citi bank process. The job includes calling Citi credit card customer who are delinquent on their payments and reminding them about payments due and their by resolving their issues.

### Summary

### A thorough Professional with pro-active attitude, proficient in assessing operational needs

### Possess excellent interpersonal communication and organizational skill with proven abilities in client servicing

### Securing payments within defined due dates in different Delinquency brackets/ buckets.

### PROFESSIONAL TRAINING UNDERTAKEN

### RBI training for collections and Recovery

### ACHIVEMENTS AND AWARDS

### Got the spot light award in month of December 2010 in the Training Programme conducted in the Ramanashri Arcade for External associates for good performer in written off collection and bad debt control.

**Personal Information**

Name : Abhinaya.S.Acharya

Husband : Sandesh Acharya

Father Name : S. Krishna Rao

D.O.B : 19/12/1990

Nationality : Indian

Marital Status : Married

Religion : Hindu

**Declaration:**All the details declared in the resume are being stated with my full consciousness and knowledge. If any information is found to be contradictory or suppressed then my resume could be rejected or my job offer can also be cancelled. In that case I would not be liable for taking any legal action against the company.

**Place: Goa**

**Date: 08.08-2015 (Abhinaya.S.Acharya)**

**\*Reference provided on request**