

Pratik Ralkar

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📍 Flat 21, Parijat Bldg,
Friendship Society, Near SBI,
Dombivli West

📅 September 30th, 1997

Profile

To gain knowledge and experience by performing my role and responsibilities with full effort, efficiency, creativity & give my best to accomplish the deliverables

Skills

Team Management

Time Management ● ● ● ● ●

Quick Grasping ● ● ● ● ●

Problem Solving ● ● ● ● ●

Strong Communication ● ● ● ● ●

Languages

- English
- Marathi
- Hindi
- Gujarathi

Technical Qualification

MS Office — Proficient

Zoho Ticketing System
— Proficient

SAGE, SAP — Proficient

Professional Experience

Assistant Manager, Quattrro Business Support Services

February 2024 – present

- Preparing KPI & monthly incentive files
- Coordination with client to ensure smooth work flow
- Allocation of daily activities
- SLA management
- Quality check of invoices processed by team members
- Providing training & resolving queries of team members

TeamLead, WNS Global Services

May 2019 – February 2024

- Sending reports to the manager (QBR, MBR, Weekly Report)
- Team work allocation and SLA & Team management
- Documentation of process & change in process
- Handling month end closing activities
- Conducting training for new hires
- Inquiry & dispute management of vendors
- Quality check
- User Acceptance Testing (UAT)
- Invoice processing (Two Way & Three Way Match)
- Bulk spreadsheet uploads
- Vendor Reconciliation
- Verifying payment details before payments released to vendors (Check, ACH, Credit Card)
- Processing other activities as per requirement

Accountant, Prakash Doshi & Co

July 2018 – May 2019

- VAT & GST audit for other companies
- Income Tax return filling
- Preparation of ledger through Tally software
- Checking of Vouchers and expense bills under Statutory Audit

Education

ACCA, Association of Certified Chartered Accountant

2021 – present

Master of Commerce, Mumbai University

2019 – 2021 | Mumbai

Bachelor of Commerce, KJ Somaiya College of Arts & Commerce

2015 – 2018 | Mumbai