

HARSHITA SHARMA

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OTC, B2B Accounts Receivables and Accounts Payables (Finance)

10+ years' experience in Accounting-Finance with **SaaS, Travel, Hospitality, Pharmaceutical and Telecom-Infrastructure** based organizations. "Proactive and creative professional with a record of achievement in conceiving & implementing methods of client handling that fuels goodwill and revenue of the company"

PROFILE SUMMARY

- Extensive knowledge of **OTC- AR/AP functions (US GAAP)** and **P2P, Supply Chain Vendor/logistics/order management**
- Played a key role in driving **B2B (majorly) and B2C- Accounts Receivables, Settlement, Billing, Cash Application, Vendor Payments Management**
- Dashboard preparation for various departments and leadership review, in alignment with the company's objectives
- Monitored the timely response and resolution along with client query and dispute handling
- Achieved key targets in the Accounts receivables collections, cash application, deductions, Invoices and PO processing
- Review of Team targets and people management.

TOOLS/COMMUNICATION/INTERPERSONAL SKILL SET

- **ERP-Finance tools** -SAP/Oracle/EBS/ACM/CVII/ISP/CRM/Nova. **Emailing tools**- Outlook/Salesforce/Lotus/Nova/G-Suite
- Proficiency on MS Excel (G-Sheet)/PowerPoint/Word/Access/PageMaker/CorelDraw/Photoshop and Internet Applications
- Excellent customer service and dispute handling skills with ability to manage multiple stakeholders' discussions
- Effective communicator with strong relationship building & problem-solving skills; have strong analytical capabilities
- Excellent Verbal and Written communication skills along with ability to perform well under pressure and meet deadlines
- Self-Driven, Self-Motivated and team player with leadership skills and follow number driven approach.

WORK EXPERIENCE

Since May 2014 to till date in Accounting and Finance

Manager – Collections at TravelPlus a unit of Fab Hotels (OTC, Receivables, Billing, Credit Management, new clients' onboarding)

Collections Specialist at Airbnb (B2C, B2B, Collections and Query Management)

Associate AR- Cvent Inc. (OTC, Accounts Receivables, Billing, Cash Application)

Process Developer - Genpact India Pvt. Ltd. (OTC, B2B, Accounts Receivables)

Associate - Deputed at Bharti Group (Infratel and Airtel Ltd.) (Supply Chain Management and Finance Accounts Payables & Receivables- Domestic Region)

Responsibilities Handling/Key Result Areas

1- As Manager Finance- TravelPlus (FabHotels) Gurgaon (2022- Present)

- Transitioned collection process, leading a team of 13 collectors, conducted training sessions of team on B2B Collections
- Administered delinquent accounts' collections and prepared collections strategies to ensure compliance with regulations
- Determined when accounts should be written off or when they should be sent to legal department
- Weekly performance review and tracking of monthly goals of team in 1-1 sessions for working on opportunity areas
- Handled projects like 90+ customers, invalid deduction, reduction of on-account payments, while maintaining quality driven work style
- Daily reviewing count of client connected via emails by team along with progress on 45+ and 60+ days delinquent customers' balance
- Courteously addressed all customer escalations about invoicing issues, collection gaps or service related concerns
- Handling onboarding calls with new clients briefing them about overview of finance functions etc.
- Ensuring better coordination with internal functions likes sales and operations for account reconciliations, DSO controlling, reductions of bad debts and Invoice revisions
- Introduced collections email templates and maintained necessary database of RTGS file, account wise performance file, receipt sheet for payment tracking etc.
- Managing team's appraisals, feedback sessions on daily tasks improvement, managing leave requests and other business related queries of team

2- As Collections Specialist- Receivables at Airbnb (Gurgaon) – (2021 – 2022)

- Researching reservations' details and solving guests and hosts queries based on Nova tickets
- Negotiating with hosts for alteration of active reservations
- Collecting payments from guests for unpaid amounts on their accounts for stale and active reservations

Extra Initiatives and Achievements:

- Initiated an automation project relating to quality assessment improvement
- Drove trainings of team under a project on communication tips

3- As Associate AR at Cvent Inc.- Gurgaon- (2018 –2021)

- Connected to clients over emails/calls/zoom about reason for delay in payments and resolved accounts
- Resolving client queries/disputes ensuring best customer service experience and account resolution
- Collaborated with stakeholders for stuck accounts to do reconciliations and negotiations
- Reporting to Leadership for review of High DSO accounts, Salesforce case ageing report of team collections
- Ensuring timely cash applications and worked on an automation ACM project

Achievements/Extra Initiatives

- Published SF cases report to leadership
- Trained and Coached 2 employees for AR collections process per SOP

4- As Process Developer Accounts Receivables at Genpact India Pvt. Ltd. - Noida - (2017 – 2018)

- OTC, B2B- Accounts Receivables. Collections of Invoices' payments over e-mails and calls.
- Providing complete account statement, Invoice copies, Proof of deliveries & Packing Slips to clients, and reporting to manager for same
- Resolution of customer queries and disputes over emails/calls, posting deductions/credit memo on Invoices after complete research in SAP
- Releasing customers' orders and performing order management and credit risk analysis to increase client's credit limits

5- As Associate at Bharti Group - Infratel and Airtel Limited- Lucknow - (2014 – 2017)

Infratel Limited

- MIS- Scrutinizing vendor Invoices, HO hold/rejected overdue ones and accepting them on Infratel Supplier Portal (ISP) after scrutiny to ensure their submission in HO database for timely payment to Vendors
- Invoice to cash handling, resolving and matching of stuck Invoices with PO line items correctly in Oracle, ensuring submission & acceptance of Infratel Supplier Portal (ISP) punched invoices within TAT
- Reconciliation of Vendors accounts to ensure correct Invoice payments without late fee or penalty
- Extensive knowledge of Capex-Opex, processing purchase requests and creating Purchase Orders (PO).

Airtel Limited- Broadband Sales Channel Partner

- Customer Relationship Management by resolving client disputes, handling their queries and maintaining database of same to get it resolved by providing details to field team (if required)
- Contacting customers via calls regarding their overdue bills to ensure timely payments and continued services
- MIS- Entering Customer Application Form (CAF) details on daily basis in a spreadsheet and sending to Head office MIS

Achievements/Extra Initiatives

- Recognized with Best Customer Service certificate from Airtel Head Office
- Trained and Coached newcomers on control and monitoring process

ACADEMIC / PROFESSIONAL EDUCATION

2023	Regular -Online MBA- <u>Bharati Vidyapeeth University</u> with 2 specializations (Finance Marketing and Product Operations)
2014	M.Com.- <u>National Post Graduate College affiliated to Lucknow University</u> , "67%"
2011	B.Com. - <u>Avadh Girls' Degree College affiliated to Lucknow University</u> , "64%"
2008	Intermediate- <u>Navayuga Radiance Senior Secondary School, Lucknow</u> , C.B.S.E. "75%"
2006	High school- <u>Navayuga Radiance Senior Secondary School, Lucknow</u> , C.B.S.E. "74%"
2009	Diploma in Professional Course - <u>Race Academy, Lucknow, U.P.D.E.S.C.O</u> "AA"

PERSONAL DETAILS

Date of Birth:	18 th August
Permanent Address:	67/139 Bankey Lal Nigam Lane, Lalkuan, Lucknow, U.P. 226001
Temporary Address:	533/5, Sec-15 Part-1, Patel Nagar, Gurugram, HR, 122001
Language Proficiency	English (Fluent Read, Write, Speak), Hindi (Native Language)