

AKSHAY JOHN

 Akshay John  akshayjohn.joseph@gmail.com  8686610923  Hyderabad, India

PERSONAL PROFILE

Skilled Collection Specialist with expertise in Order to Cash(O2C) & Cash Applications and successful in improving Accounts Receivable(AR) functions and performance by 100%. Successful in recovery strategies on the overdue and past due accounts and reduce delinquency of payments by 70%. Excited to bring talent to team offering opportunities for growth and advancement.

SKILLS

- Accounts Receivable(AR)
- Coaching and Training
- Time Efficiency
- Solve problems quickly and create resolutions
- Order to Cash(O2C)
- Skillful in Microsoft Office
- Exceptional Communications and Networking Skills

PROFESSIONAL EXPERIENCE

Amazon Development Center (Amazon Business, Amazon Web Services), India,
Sr. FinOps Analyst

Apr 2024 – present
Hyderabad, India

- Addressing queries & disputes raised by the operations or customers on any charges billed on invoices; elevating customer satisfaction, while adhering to the SLAs with effective resolution of escalations within Turn Around Time.
- Organizing regular meeting with the clients and senior management to discuss, analyze & improve the pain areas; tracking improvement and implementing cost saving initiatives.
- Maintaining a dynamic environment which fostered development opportunities by motivating high performance amongst team members.
- Driving a wide variety of tasks including payment tickets & duplicate, reconciliation vendor master and issue logs & error logs file maintenance.

Infor Pvt Ltd, Collection Specialist

May 2023 – Apr 2024
Hyderabad, India

- Optimized Order to Cash (OTC) processes for North America and Canada Collections, resulting in an average of 150% collection target in overdue accounts and a 15% increase in on-time payments.
- Working for Infor Pvt Ltd a Software Company as a Collection Specialist.
- Collaborated with other departments to verify customer compliance with payment plans.
- Collected on past due accounts to reduce overdue balances also reconciled overdue accounts.
- Developed strong relationships with customers to foster timely payments and account resolution.
- Collaborated with Cash Applications to reconcile the accounts and addressed issues like overpayment, double payment and other discrepancies.
- Managed Inbound and Outbound calls, fielding up to 40 calls a day.

Genpact Pvt Ltd, Process Developer, Collections Specialist

May 2021 – Apr 2023
Hyderabad, India

- Contributed to Order to Cash (OTC) processes, specializing in North America Collections while also engaging in partial responsibilities related to Cash Applications, demonstrating a flexible skill set within financial operations.
- Worked for client Gannett a media company as a Collections Specialist.
- Worked as a Trainer and an SME for 3 batches and helped them acquire the correct collection strategies and company services
- Worked on greater than 90 days past due accounts, achieved and exceeded collection targets every month
- Reconciled accounts receivable ledger along with Cash Application to find out missing payments and addressed payment issues.
- Established relationships with customers to encourage payment of past due accounts.
- Researched billing errors and discrepancies to initiate corrective action.

- Managed Inbound and Outbound calls, fielding up to 60 calls a day.

Knoah IT Solutions, E-Support Officer

Jun 2020 – Nov 2020
Hyderabad, India

- Monitored employee and customer interactions to assess quality of service.
- Collected customer feedback and made process changes to exceed customer satisfaction
- Addressed customer service inquiries in a timely and accurate fashion and created up to date records at all time
- Analysis and Research on the account to address the customers query and resolve their issues

Hinduja Global Solutions, Senior Process Executive

Oct 2017 – Apr 2019
Hyderabad, India

- Worked as a Subject Matter Expert(SME) for 3 batches and helped them to acquire and gain the correct process knowledge
- Worked as an Accounts Receivable Specialist with complete understanding of the OTC process.
- Identified and resolved potential billing errors with medical service providers and reissue the correct invoice to the customer or insurance to have the
- Built close relationship with all payer providers and customers to ensure timely payment of the invoice due.
- Managed Inbound and Outbound calls, fielding up to 30 calls a day.

EDUCATION

Masters in Business Administration, Symbiosis International University

Jul 2023 – present
Pune, India

- Currently studying MBA in Business Analytics

Bachelors in Commerce and Computers, Loyola Academy Degree and PG College

Jun 2014 – May 2017
Hyderabad, India

- Passed out with 6.7 CGPA

Maths, Economics, Commerce, Gowtham Jr College

Jun 2012 – May 2014
Hyderabad, India

- Passed out with 6.5 CGPA

INTERESTS

- Adobe Premiere Pro
- Adobe Photoshop
- Adobe Audition
- Volunteer at Reach World Wide

DECLARATION

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.