

Vatsal Pujara

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A Collections Specialist with over 8 years of effectual work experience in Account Receivables (Collections), Credit, Account Payable. I am primarily skilled at ensuring payments of outstanding invoices are collected on time, improving process efficiencies, adherence to credit policy and rating, coordinating with internal and external stakeholders and ensuring that Service Level Agreements are adhered. Handling portfolio of APAC and SAARC region customers with total AR value of over \$25 mn USD and have collected highest amount in revenue of \$21 mn USD in single quarter for Fiscal Year 2021-22.

WORK EXPERIENCE

TATA COMMUNICATIONS

2021–2024

SENIOR EXECUTIVE – INTERNATIONAL COLLECTIONS

- Collected over \$50 mn USD in revenue for financial year for 2022-23.
- Skilled at collecting customer payments in accordance with payment due dates on time
- Identify, Investigate and resolve client queries to reduce aged debt and potential and doubtful debt to negative in numbers.
- Maintain proper collection logs, and maintain documentation of all collection efforts in SAP / S4HANA
- Established good customer relations and effectively solved problems in an effort to resolve account delinquency and prevent exposure for over limit of credit on account
- Used industry expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty.
- Reduced delinquency of customer accounts with aging balance over 90 days from \$ 1.2 mn USD to less than \$150k USD from my portfolio through timely follow ups and escalations within customer organization and also with internal stakeholders
- Volunteered for process improvement with ideas such as Payment application related changes to reduce frequency of account reconciliation issues arising on customer account during deployment of S4HANA in system
- Consistently Achieved highest number in Bill vs Collections in consecutive financial year and rewarded with multiple recognitions year on year basis

TECH MAHINDRA

2018- 2021

Customer Support Associate

- Resolved around 2000 customer tickets resolved in a single month within the TAT period with accuracy rate of 100% with no errors.
- Managed service -related queries from customer for client named CPW -UK – a renowned Mobile Virtual Network Operator within UK
- Managed customer service effectiveness by monitoring performance and assessing metrics.
- Collected customer information and analyzed customer needs to recommend potential products or services.
- Utilized crisis management techniques to offer corrective solutions and maximize customer satisfaction.

TATA COMMUNICATIONS (FOR LOBO STAFFING)
Billing Associate

2017–2018

- Identified, analysed, and resolved billing variances to maintain system accuracy and currency.
- Generated monthly invoices for customers in multiple formats to provide transparency.
- Addressed and resolved discrepancies in invoices to enable accurate billing.
- Prepared and submitted monthly billing reports to management for financial overview.
- Worked with multiple departments to ensure information on invoices is in adherence with contract signed and agreed with customers.

TATA COMMUNICATIONS (FOR LOBO STAFFING)
Collection Backend Executive

2016–2017

- Collaborated on collection and dispute resolution issues.
- Researched accounts and completed due diligence to resolve collection problems.
- Generated and mailed updated statements monthly and processed demand letters.
- Worked with legal resources and recovery teams to manage default issues.
- Awarded Collector of Month for Feb 2017 for resolving disputes of Formula 1 and collecting payment of \$1.2 mn USD by resolving rate dispute of \$ 101k USD.

Education

SYMBIOSIS CENTRE FOR DISTANCE LEARNING, INDIA
POST GRADUATE DIPLOMA IN OPERATIONS MANAGEMENT

2020 – 2022

SAVITRIBAI PHULE PUNE UNIVERSITY, INDIA
Bachelors in Computer Application (B.C.A)

2013-2017

KEY SKILLS

- NEGOTIATION • PROBLEM SOLVING • LEADERSHIP • TEAMWORK • DISPUTE HANDLING • RESILIENCE
- SAP/S4HANA • POWER BI • SALESFORCE

Achievements

1. Tata Communications

- Rewarded multiple times by Heads of Collections Team for achieving highest numbers Billing vs Collections and Negative Provision for Bad Debts (PBD) throughout each quarter and consecutive financial year, and exceptional management of SAARC region (Nepal & Bangladesh) customers with rigorous follow up and ensuring account is not over the credit limit threshold.
- By Cross Functional Teams for showcasing collaborative approach with timely logging and resolution of disputes, and initiate dunning action for customers once required.

2. Tech Mahindra

- Rewarded 2 times by Business Process Head for being one of the consistent performers in team by handling high volume of tickets and queries from customer, providing timely resolution and maintaining overall accuracy of 99.9%.