

CURRICULUM VITAE

Loyed Francis
Assistant Manager
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PROFESSIONAL SUMMARY

Efficient, resourceful and organized individual with 10+ years of experience in providing businesses with support operational areas, aiming to keep them running at optimal levels. Ability to establish core organizational goals and procedures pertaining to the need of the company.

Assistant Manager (Operations) – Handling the team to ensure the process/client deliverables is handled within timelines and work towards achieving the organizational goals.

PROFESSIONAL EXPERIENCE

Deloitte.

ROLES AND RESPONSIBILITIES:

Assistant Manager (Nov'2022 – Sep'2023)

- Review daily cash received through BOA is posted to right accounts and to identify reasons leading to unapplied payments and clear OAC (On Account Cash) for Cash Applications
- Coordinating with the bank (BOA) through call and email for any issues with the bank statement received for the previous day's report.
- Maintaining Daily and Monthly reconciliation file and making sure that the Bank statement and ERP report reconcile and balanced by period End close.
- Closely Monitoring process Bots and worked very closely with the Bots team for enhancement and any issues with the Bots.
- Monitoring the Daily Cash application Volume and Making sue the payments are applied on time.

- Ensure AR Month End Activities are completed within TAT and all activities completed before deadline.
- Identify the scope of automations across the teams and involve the automation teams.
- Mentoring and training the associates to resolve knowledge gaps and determining the next steps for new/exception cases.
- Reviewing the Adjustments posted by the team and making sure there is proper backup supporting the adjustment performed.
- Responsible for tracking the daily SLA's and keeping the operations posted on their performances like TAT and Accuracy.
- Maintaining and sharing the daily, weekly and monthly Operational metrics with business leadership/ Customers which demonstrates how effectively a company is achieving key business objectives.
- Coordinating closely with the Collection team with the issue account and unresolved open AR.



ROLES AND RESPONSIBILITIES:

Assistant Manager (2018 – Sep'2022)

- Regular Audits, providing approvals for the open/unresolved credit entry and documents prepared for repayment requests sent to AP team for customer refund.
- Review the daily cash statement received through BOA and making sure the transaction is keyed accurately into the ERP.
- Review the cash received is posted to right accounts and to identify reasons leading to unapplied payments and clear OAC (On Account Cash) for Cash Applications.
- Reaching out to the bank for any error in the statement or if the statement does not reconcile for the previous day report.
- Responsible for maintaining the process Bots, triggering actions and identifying any issues in the daily task processed by the bots.
- Responsible for connecting with the RPA team for enhancement and any issues with the Bots.
- Regular review of Collections aging report and providing review on high dollar accounts to clients every week.
- Worked with the MS-Access team and created multiple databases for the process.

- Conducting weekly and Monthly Operational calls with clients and leadership.
- Monthly AES (Associate Evaluating system) for the resources, one on one's, career path discussions and yearly appraisals.
- Responsible for following up and resolving all Internal and Client IT related issues.
- Handling New Hire LP/KT/LTO.
- Ensure AR Month End Activities are completed within TAT and all activities completed before deadline.
- Identify the scope of automations across the teams and involve the automation teams and to drive the Lean and Six Sigma trainings and Certifications in the team.

Management Trainee / Team lead (Mar' 2016 – Oct '2018)

- Responsible for managing a team handling Accounts Receivables (OTC)
- Engage in setting monthly goals as per discussions with client, weekly Leading indicator calls, one on one calls with counter parts, Analyzing the Quarterly reserve file to assess FYE Write off.
- Monthly AES (Associate Evaluating system) for the resources, one on one's, career path discussions and yearly appraisals.
- Planning the process effectively with overall responsibility for maintaining various process metrics and strictly adhering to the compliance procedures at all times.
- Ensuring team cohesion & coordinating with the senior management on issues arising in the day- to-day operations like team performance, customer satisfaction ratings, and plans for improvement.
- Assuring that appropriate processes are maintained and identifying weak areas to improve process and providing suggestions regarding improvement of processes
- Responsible for tracking the accounts daily SLA's and keeping the operations posted on their performances like TAT and Accuracy.
- Maintaining and sharing the daily, weekly and monthly Operational metrics with business leadership/ Customers which demonstrates how effectively a company is achieving key business objectives.

Process Associate & Process Developer (Jan 2012 – Mar'2016)

- Handling outbound calls and communicating through chat & call with the insurances for claims resolution and maintaining rapport with provider relations for better understanding of how insurance processes the claims and sharing with team for faster claim resolution.
- Working closely with onshore counterparts through emails & telephonic communication to understand the new updates and share/transfer the same to the team.
- Identifying trends to control deductions taken by payers and to make sure in reaching the assigned goals
- Responsible for regular audits in agent's production to maintain the quality and to share the data with clients every month
- Mentoring and training of associates to resolve knowledge gaps and determining the next steps for new/exception cases

PERSONAL PROFILE

Name : Loyed Francis

Sex : Male

Date of birth : 29th-Dec-1983

Marital status : Married

Education : B.com from Osmania University

Linguistic Ability : English, Hindi, Telugu and Tamil

Place: Hyderabad

Date:

Francis)

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