**Balaji Perumal**

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# No 26 First cross Street| Abhinandan Nagar | Nanmangalam |Chennai – 600117.

* **Career Objective**

To work in a Professional and Challenging Environment that would help me attain excellence and give me ample opportunity to enhance my skills and where I can contribute my skills for the growth of the Organization.

* **Professional Summary:**

**Jun 2010 to till date in (TCS) Tata Consultancy Services.**

**Designation: Acting Team Leader-Operations – Currently handling 15 associates in the Team.**

* **Experience Summary**
* **I have total 10.10 years of work experience in PMO, AP, T&E, GL / IC & Fixed Assets in BPO industry and also responsibility in TCS internal –Admin Transport & BCP.**
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Managing and handling relationship with the major corporate clients & ensuring MIS Reporting.
* Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction metrics.
* Undertaking responsibilities of removing unnecessary procedures in process for efficient functioning.
* Tracking performances of the team members and suggesting areas of improvements, facilitating & imparting training and monitoring the improvements on a continuous basis.
* Maintaining & ensuring stringent adherence to quality standards, identifying gaps and opportunities.
* Realizing process improvements, applying different six sigma tools & techniques in different business processes to enhance productivity & profitability.
* Mapping business requirements and coordinating the development and implementation of processes in line with the pre-set guidelines, spearheading process transition initiatives.
* Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Handling on-boarding calls for enhancing the service delivery.
* **Academic Credentials**
* **MBA (Finance)**
  + University of Madurai Kamara jar University, Percentage: 70%

Vel Multi. Engg college, Chennai.02

* **Bachelor of Commerce**,
  + University of Madurai Kamarajar University, Percentage: 70%
  + The American College, Madurai.
* **Higher Secondary Certificate –Commerce Stream**
  + Tamilnadu matric, Percentage: 71%
  + St’ Britto boys hr. secondary school, Madurai.
* **Secondary School Certificate – Matric**
  + Tamilnadu matric, Percentage: 57%
  + St’ Britto boys hr. secondary school, Madurai.
* **Project Assignments**

The details of the various assignments that I have been handling in the same Project are listed below,

* **Profile 1**

|  |  |
| --- | --- |
| Customer | Cummins INC USA |
| Process | General Ledger\Inter-company |
| **Key Responsibilities** | * AR Netting (all Regions)- Analyzing the paid invoices with the Bank and applying the receipts as well as CMDM for the invalid invoices. * Bank Reconciliation – Reconciling the Bank reconciliation with the Bank statement such banks are JP Morgan, Bank of America, Bank of Mendis etc., * IC&GL Reconciliations- Analyzing the open variances with the AR & AP reports. * BU billing and Open item statement – We provide each transaction count in Billing and in Open item statement we do reconcile to identify the Invoice status and share the same to the entity. * Posting all the journals (Re-class & Accruals) which is related to Bank Funding, Month close JEs, IC&GL and also clearing recon variances. * Processing and raising Disputes to the intercompany invoices and clearing the disputed invoices from the disputes database. * Follow-up calls with Entities to clear the disputed invoices (Myself and team provided 34 million savings). * Bi-weekly calls with the customer to identify their requirements and getting more appreciations from them. * Based on my ideas, my team members received 2 Green belts (reduction on Disputes count & AR Netting excel Macro) and also another 2 (BU billing and Open item statement) Green belts are in pipeline. * Customer is always appreciating about my way of approaches with them. |

* **Profile 2**

|  |  |
| --- | --- |
| Customer | Cummins INC USA |
| Process | Fixed Assets |
| **Key Responsibilities** | * Analyzing, Processing and Approving the maintenance request from the Entity for Assets Capitalization, Assets Disposal, Assets Transfer, Additional, Adjustment and Internal cost. * Reconciling all the open items profiles with the order of BCRCs. * Handling Calls with the customers. * Providing the SLA metrics to the client with the detailed report of BCRCs, Depreciation and also the JEs posted during the Recon correction and Month close.      * Creating a data of Out of Balance report to clear all the open variances in overall account of BCRCs. * Providing the Backlog reports and the BU billing reports to clients. * Posting all the required Journal Entries during the month close and also in reconciliation time to clear the open items. * Adding the source line in the assets or manually adding the invoices into the Sub Ledger books before the FA close. |

* **Profile 3**

|  |  |
| --- | --- |
| **Process** | **Accounts Payable** |
| **Key Responsibilities** | * SME in PO based Invoice processing. * Proficient in maintaining excellent relation with the clients and ensuring quality, service norms and client satisfaction * Supported to Investigate the Query Invoices * Generated new ideas and implemented the same to Decrease the Processing Time for the Team and also created knowledge sharing session with my team to minimize the manual errors. * Handled Team on behalf of TL’s absence and also an acting TL. * Resourceful in identifying process improvements within the processes. * Analyzing aging Dm Cm details and change the terms immediate for payments. * Reconcile the aging invoices and also clearing invoices from error correction for payment process. |

* **Profile 4**

|  |  |
| --- | --- |
| **Process** | **Accounts Payable - Travel and Entertainment (T&E)** |
| **Key Responsibilities** | * **Audit Claim process of Overall Region.** * Auditing all Cummins employees claims via concur. * Handling Calls with the customers. * Generating the reports from Concur ERP and auditing all claims with the 100% of accuracy and within TAT. * Rights of approving and denying the claims based on the policy requirement. * Handling queries and comments via email and communicator. * Creating data for monthly governance call with the client. * Implemented process improvements by avoiding less rejections and higher approved claims. * Created more number of data like “Top rejected claims of employees”, Standardization of US and UK policies and creating a inbuilt training notes for the employees |

* **Profile 4:**

|  |  |
| --- | --- |
| Tools | TCS Internal tools |
| **Process** | 1. **Cummins PMO** |
| **Key Responsibilities** | * Creating and updating won as per process requirement. * Maintain the allocation and de allocation list for my process. * Generating end client invoices for my projects on a month basis as part of client billing activity. * Closing the timesheet entry of my project and maintaining Head Count Details for my project. |

* **Profile 5:**

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| --- | --- |
| **Process** | 1. **Admin Transport** |
| **Key Responsibilities** | * Creating and updating Roster for the Employees. * Maintaining the associates list to share with Admin to avoid duplicate charges. * Reduced the Transportation charges by moving the associates in morning shifts for shuttle services which makes lesser consumption of Cabs. * Conducting Transport safety awareness session with Associates. |

* **Profile 6:**

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| --- | --- |
| **Process** | 1. **BCP (Business Continuity Plan** |
| **Key Responsibilities** | * Creating BCP Drill plan for Table Top, Walk through and Stimulation process. * During the Flood time supported the team to work in the alternative location (Inter-City) or City Outage. * Travel Arrangements done for them to safe travel and lodging to complete the work as per the RTO (Recovery Time Objectives) projected to the client |

* **Awards & Recognitions**
* Received **“Performance Award”** overall “9”times in TCS, Chennai.
* Received “**On Spot Award**” in TCS Chennai.
* Received “**Champions Team Award”** in TCS, Chennai.
* Participated in **“Lean workshop**” conducted by Quality Team to identify and eliminate operational waste.
* Received “**Service & Commitment Award”for 3 years and 5 years** in Tcs, Chennai.
* Received **“Star Performance Award”3 times** in Tcs, Chennai**.**
* Completed Finance & Accounting **E0, E1 level courses** in TCS.
* Received “**Completion of 3 years**” in TCS as well as Cummins (Same client process).
* Received “**Completion of 5 years**” in TCS as well as Cummins (Same client process).
* Received “**Star of the month**” award based on my accuracy and productivity.
* **Personal Details**

|  |  |
| --- | --- |
| Date of Birth | 11th July,1987 |
| Nationality | Indian |
| Father’s Name | Perumal .K |
| Gender & Marital Status | Male & Not married |
| Passport | Available |

* **Hobbies and Interest**
* **Reading Books to improve knowledge.**
* **Listening music to unwind.**
* **Cricket, Chess, Carom board.**
* **Declaration**

I hereby declared all the above statements furnished are true and correct based on my knowledge, experience and belief.

**Place**: Chennai Expecting challenges,

**Date**: (**Balaji.P**)