

Nandhini SR

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Summary

Customer-focused Billing Specialist, successfully contributing to companies' profits by improving team efficiency and productivity. Utilises excellent organisational skill to enhance efficiency and lead teams to achieve outstanding sales. Skilled at understanding customer and employee requests and meeting needs. Furthers success by strengthening staff training, streamlining internal systems, and facilitating sales techniques.

Freshworks

LEAD - Billing Operations and Order Management Apr 2021- Current

- Managing the billing and Order management team (9 member), providing guidance, coaching, and performance evaluations for professional growth and development.
- Simplified complex billing data for management reports, aiding in strategic decision-making processes.
- Developed training materials to onboard new employees, setting them up for success in their roles as Billing Specialists.
- Evaluated current billing practices to identify areas for improvement, proposing solutions that led to increased efficiency.
- Organized monthly meetings with cross-functional teams to review outstanding receivables and develop action plans for collection efforts.
- Ensuring deliverables are on time with 100% quality and TAT. Prioritized and managed high-volume workloads, meeting established deadlines and maintaining a high level of productivity in a fast-paced environment.
- Reduced billing errors through meticulous quality checks and interactions with the team by providing checklists.
- Manage the customer support process where we address the escalations and queries raised by customers and internal teams in relation to billing, invoicing, plan change, refunds, cancellation etc.
- Lead process improvements and preparation of monthly KPI reporting for the entire Billing team.
- Ensure the contracts are captured correctly in the main system which is used for month-end reporting (RPO) and ensuring all data is available for Audits.
- Updating of the confluence pages on monthly basis for the internal teams to refer to the correct approval matrix that Support Audits.
- Ensuring customer satisfaction by performing quality checks on samples processed by the agents and providing feedback to improve the efficiency and productivity of the team.
- Maintain documentation of errors, prepare RCA, and provide feedback to the agent to perform better.
- Handling One on Ones regularly to ensure the team is aligned with the Goals.

BNY Mellon

Senior Representative/Fund Administrator - North America Fund Accounting

Jun 2014 - Apr 2019

- Fund of Hedge Funds - NAV Calculation.
- Managed a diverse portfolio of investments, ensuring optimal risk management and asset allocation.
- Optimized fund operations by developing policies, procedures, and controls that ensured compliance with regulatory requirements.
- Provided expert guidance to junior staff members, fostering their professional growth and enhancing team performance.
- Improved the accuracy of NAV calculations by diligently reviewing and validating fund expenses, management fees, and investment income.
- Managed daily cash flow projections for accurate forecasting and optimal liquidity management.
- Prepared detailed financial statements for hedge fund clients, accurately reflecting their investment positions and activities over time.
- Preparation of Estimated & Final Net Asset Value (NAV) on Monthly basis.
- Creating pricing file for entire funds and circulating them across the team to facilitate fund pricing.
- Managed a team of 7 members and trained them on the entire process for a specific client.
- Supported the onboarding process for new funds, ensuring proper setup within accounting systems and smooth integration into existing workflows.

Royal Bank of Scotland

Analyst - Debt Management Operations (Retail, Corporate & Wealth Operations)

Jun 2012- May 2014

- Analysis of prospective Sole Defaults & Formal Demands
- Intimating debt customers with timely notice to repay their debt to the Bank.
- Issue default letters to customers on miss payment of debt.
- Issue Formal Demand Notice on consecutive miss payment of debt.
- We also have the authority to stop or cancel cards on non-payment of debt.

Skills

- MS Office
- Power BI
- Freshworks Suite (Freshdesk, Freshchat, Chargebee Freshservice, and Freshcaller)

Education

Anna University – Master's in business administration (Human Resource Management) 2015
Meenakshi College for Women – Bachelor of Commerce 2012

Languages

English, Hindi, Tamil, Telugu