

# RUSHIKESH GAIKWAD

## Senior Administrative Assistant



Pune, India 412105



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Dedicated administrative professional with successful experience in fast-paced office settings. Hardworking team player with expertise in completing various clerical tasks and offering staff support. Responsible, punctual and productive professional when working with little to no supervision.



### Skills

- Invoice Processing
- Records management
- Employee training and development
- Quality assurance
- Vendor & Account Reconciliation
- Resolving Customer Disputes



### Work History

2021-10 - Current

#### • Senior Administrative Assistant

*UPS Logistics Private Limited, Pune, India*

- Providing end to end resolutions to customer's billing disputes related to shipments.
- Conducted Client profile review for customer accounts.
- Reviewed all information and documentation of customers which they have provided to UPS.
- Follow up with the clients to ensure information is received before due dates.
- Working on Management Concerns and Billing Escalation cases.
- Worked on Invoice processing, Vendor Management, SOA/Vendor reconciliation. Investigated inquiries relating to status of accounts.
- Matched Purchase Orders (PO) with invoices and recorded necessary information and handled Vendor Queries.
- Identified opportunities and risks in accounts payable and receivable process to improve standard operating procedures.
- Responsible for clearing Checks, ACH and Wire payments.
- Ensured that the vendor statements are received and reconciled. Also performed audits for the invoices and payments posted. Doing the work allocation to the team.

- Handling special task wherein invoices needs to be audited before sending to customers.
- Performing audits for the processed cases by team.
- Working as back-up in calling process as and when required.
- Coordinated trainings for new team members, overseeing onboarding details.
- Sorted, opened, and routed mail and deliveries to meet business requirements.



## Education

2012-06 - 2013-03

2014-06 - 2015-04

2016-03 - 2020-11



### **SSC**

S.V. Union High School - Pune



### **HSC**

S.V. Union Junior College - Pune



### **Bachelor's Degree in Commerce**

NESS Wadia - Pune



## Languages



English



Hindi



Marathi



## Accomplishments



- Awarded "**Spark of Brilliance**" for delivering outstanding administrative support.