

Summary

Proficient and forward-thinking professional, well versed in conducting account research and analysis. Currently looking to meet the accounts receivable needs of an organization needing a professional to carry out the duty effectively.

Experience: (5+ years)

HDFC Bank Limited

Account Receivable Manager  
August 2019 – Present

Deputy Manager  
July 2017 – August 2019

Assistant Manger  
July 2016 – July 2017

Roles & Responsibilities

- Handling 25 members under my team
- Plans, directs, and evaluates the work of staff, ensure adequate staffing levels; makes employment decisions, establish performance standards, and evaluates employee performance; educates, guides and counsel’s staffs and addresses performance concerns.
- Responsible for ensuring all accounts receivable policies, procedures and standards are appropriate, compliant and updated timely.
- Manage escalations and ensure resolution of all cases, by interacting with customers through calls as well as with the walk-in customers
- Monitoring performance of the teams and address performance deficiencies and regular review of one down to ensure there is no instance of misrepresentation / False commitment
- Call Monitoring is done to review the quality of outbound calls made and educating the officers for necessary corrections
- Monitoring and ensuring the same is rationalized and ensures that the man hours invested working days are completely utilized to productivity benchmarks.
- Explain and define job objectives for team members and delegate responsibility basis their core competencies
- Touch base sensitive accounts; speaks on escalated accounts, disputes, expired etc. to increase the morale of team to handle these accounts
- By ensuring trainings / refreshers trainings for team members at regular intervals to enhance negotiation skills to improve Accounts receivable efficiencies.

I hereby declare that all the information furnished above is correct to the best of my knowledge.

Skills

- Accounts Receivables
- Vendor Management
- Portfolio Management
- Risk Management
- Debt Management
- Credit Control Operations
- Management Information System
- Process Management
- Legal Compliance
- Resource & Capacity Planning
- Order to Cash (O2C, OTC)
- Customer Relationship Management
- Team Handling (Max. of 25 Members)

Education:

- MBA (HR & Finance)**  
Sathyabama University  
Jun 2014 – April 2016
- B.Com (Accounting & Finance)**  
Shri Shankarlal SundarBai Shasun Jain  
College for Women  
Madras University  
Jun 2011 – April 2014

Languages Known:

Language	Read	Write	Speak
English	Yes	Yes	Yes
Malayalam	No	No	Yes
Tamil	Yes	Yes	Yes

Personal Details

- Date of Birth: 28<sup>th</sup> June 1994
- Spouse Name: Arvinth C
- Nationality: Indian
- Marital Status: Married
- Place: Chennai